



## Privacy of Your Information Policy

Monash IVF Group respects your right to privacy. Therefore, we are committed to managing your health information in a respectful way by adhering to Commonwealth and State privacy laws, including the Australian Privacy Principles (APPs) contained within the Commonwealth Privacy Act 1988.

The APPs set out the way in which organisations like Monash IVF Group can collect, use, disclose, store and provide access to personal information, which includes health information.

This Policy sets out the way we will handle your personal information, consistent with the requirements of the APPs and State privacy laws.

## Collection

Monash IVF Group collects different types of information about you.

**Personal Identifying Information** This includes information from which you may be identified, such as your name, address, contact details as well as any information about your relationship and requirement for an interpreter.

It may also include information required for billing purposes, such as your health fund and Medicare information.

**Health Information** This is identifiable information that relates to your medical history, your reason for seeking treatment and may include records or results from other providers and records and results of the treatment provided by Monash IVF.

This information may include genetic data relating to you or your family members, where it is relevant to your treatment with Monash IVF Group and may include images or recordings taken during the provisions of care (such as ultrasounds and/or embryo development)

These are stored in files called Medical Records

- ✓ In this document, “information” refers to both kinds of information, unless necessary to distinguish; and
- ✓ Monash IVF Group will primarily collect information directly from you or your authorised representative, unless it is unreasonable or impracticable to do so; and
- ✓ Monash IVF Group may also collect information about you from affiliated healthcare professionals, employees, contracted service providers such as hospitals and pathology or

imaging practices if they have referred you to us or are involved in your care and other individuals with whom we engage in the course of our usual business operations; and

- ✓ Monash IVF Group may collect information about you via third-party applications only where this is permitted by the APPs, or you have consented, and
- ✓ Monash IVF Group may hold Medical Records electronically and as paper copies; and
- ✓ Monash IVF Group will only collect your information by lawful and fair means.

*Monash IVF Group has strict policies with respect to who has access to your information that it holds.*

## Use and disclosure of your personal information

Monash IVF Group collects and uses your Information for:

- ✓ the purpose you have provided it for, such as providing you with health care or health advice, including management of cryo-preserved inventory after assisted reproductive treatment; and
- ✓ facilitating your treatment journey by sharing your health information with our Doctors, nurses, counsellors and affiliated service providers such as day surgeries, pathology and ultrasound; and
- ✓ for related purposes including marketing, sending newsletters, technology updates, customer satisfaction surveys and invitations to participate in research studies. You may request not to receive any marketing or promotional information from Monash IVF Group at any time by contacting us using the details at the end of this document; and
- ✓ data analysis research, including research in partnership with selected collaborators (as explained below). If you wish to opt out of data analysis research, please email [mivfgresearch@monashivfgroup.com](mailto:mivfgresearch@monashivfgroup.com); and
- ✓ complying with legal obligations, which may involve disclosure of identifying or de-identified information to external parties; and
- ✓ undertaking mandatory or voluntary disclosures in relation to identified risks or diseases; and
- ✓ to verify information you have provided us; and
- ✓ training, quality assurance and quality improvement activities; and
- ✓ for administrative and internal business purposes (which may require disclosure of information to our legal advisors and insurers) related to the services we provide to you; and

- ✓ for billing and debt recovery purposes, including provision of information to your health fund and Medicare; and
- ✓ for regulatory purposes, as explained below.

Assisted Reproductive Treatment (ART) often involves more than one person. If you are undergoing treatment with a partner, it is our understanding that your information may be shared with your partner, unless you specifically instruct us not to. Accordingly, Monash IVF Group would also disclose treatment outcome information to either partner, unless you specifically instruct us not to. If your preferences change at any time, it is important that you notify Monash IVF Group using the contact information provided below so that your preferences can be recorded.

### Regulatory uses of data

- ✓ In an attempt to improve patient care and safety, your information held by Monash IVF Group may be inspected for clinical audit by external accreditation bodies such as state-based regulators and accredited auditors on behalf of the Reproductive Technologies Accreditation Committee (RTAC), Australian Commission on Safety and Quality in Healthcare and the National Association of Testing Authorities (NATA). These regulators are subject to privacy constraints and their records of audits will not contain identifying information about you; and
- ✓ Identifying information about the outcomes of cycles involving donor gametes may be reported to state based regulators and/or birth registries; and
- ✓ De-identified ART outcome data information is shared with state-based regulators and the National Perinatal Statistics Unit (NPSU). This data may be published by those bodies but will never contain your identifying information; and
- ✓ Monash IVF Group may be required by law or a court/tribunal order to release your information.

### Research applications

- ✓ Monash IVF Group may identify research applications for your information, including through commercial collaboration with third party entities; and
- ✓ Where practicable, Monash IVF Group would de-identify your information before sharing it with these third parties. Otherwise, Monash IVF Group would only use or disclose your information in compliance with the Privacy Act, which would generally require approval from a Human Research Ethics Committee.

### Disclosure of information overseas

It may be necessary to disclose your information to overseas recipients for the purposes of providing you with health care. This may include:



- ✓ for testing, where this is not available in Australia or our service provider is located overseas. Currently these providers are based in the USA; and
- ✓ for overseas donor gamete banks, to track family limits and medical information; and
- ✓ to overseas providers, where you have requested transport of your cryo-preserved biological material; and
- ✓ where Monash IVF's technology platform provider is based overseas.

If your personal information is to be transferred overseas for any purpose we will inform you about where your information is being sent and the purpose for which it is being sent and held overseas.

## Where personal information is not provided

Monash IVF Group respects your right to privacy, however, if you choose not to provide us with information relevant to your health care, we may not be able to provide you with health services, or the services we provide to you may not be appropriate to your requirements. You may also suffer some harm or an adverse outcome if you do not provide such information.

## Quality and security of your personal information

Monash IVF Group takes all reasonable steps to ensure that the personal information we collect is accurate, up-to-date and complete. These steps include maintaining and updating your personal information when you advise us of any changes to your personal information.

Monash IVF Group also takes all reasonable steps to ensure your personal information is protected against misuse, interference and loss, and unauthorised access, modification or disclosure.

When not in use, your hard copy medical records are stored in secure areas of the Monash IVF Group facility or off-site in secured long-term storage facilities. Electronic records are stored in data centres and the data backups stored with cloud providers with facilities within the Australian territory.

Medical records are maintained for a minimum of 7 years, but extended periods will apply to medical records where a child is born or where donor gametes or embryos are used.

When your personal information is no longer needed for any purpose, or required to be kept under law, Monash IVF Group will take reasonable steps to destroy the information or ensure that the information is de-identified.

## Access and correction

- Monash IVF Group will correct any personal information that is incorrect, out-of-date or incomplete. Any correction will maintain the original information, make note of your request to correct and the amendment.

- You may request to access or correct your personal information by contacting our Privacy Officer using the contact details below.
- When you request to access your personal information, we will respond to your request within a reasonable time (usually within 30 days) and a fee is payable before the information can be released.
- When you request to correct your personal information, we will respond to your request within a reasonable time (usually within 30 days).
- We will allow you to access or correct your information unless there is a sound reason under the Privacy Act or other relevant law not to do so, such as where giving access to the information would involve an unreasonable interference in the privacy of another person or pose a serious threat to the life, health or safety of an individual or to public health or safety. Each access and correction request is considered on its merits. . If we refuse your request for access or correction, we will provide you with written reasons for the refusal, and how you may dispute the decision.
- Where we have corrected your personal information, and the correction is relevant to third parties that have previously received your information, we will act on your request to notify those third parties of the correction, unless it would be impracticable or unlawful.

## Complaints

If you believe that there has been a breach of your privacy and would like to make a complaint, then you may contact our Privacy Officer using the contact details below, who will respond to you within a reasonable time (usually within 30 days).

If you do not wish to make a complaint directly to Monash IVF, then you may contact the Office of the Australian Information Commissioner (**OAIC**) or the relevant privacy complaint handling body where you live:

- OAIC (Federal): <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>
- Health Complaints Commissioner (Victoria): <https://hcc.vic.gov.au/>
- Information and Privacy Commission (NSW): <https://www.ipc.nsw.gov.au/privacy>

## Contact details and additional information

If you require access to or correction of your medical records, wish to make a complaint, wish to be removed from mailing lists, wish to stop receiving marketing or promotional materials, or need clarification about how we handle your personal information or any other information contained in this document, please contact us at [privacy.officer@monashivfgroup.com](mailto:privacy.officer@monashivfgroup.com)