

# Healthdirect Australia - Personal Information Access or Change Request Form

## Important Information regarding your application

Under the *Privacy Act 1988* (Cth) you may request access to personal or health information that we hold about you and/or to request its correction.

- A request for **Access** refers to requests made in relation to a copy of your personal and/or health information.
- A request for **Correction** is made to correct 'faulty' personal information by making appropriate additions, deletions or alterations to that information.

Please read the below prior to starting your application:

### 1. What is the process of applying to access or correct my records with Healthdirect Australia?

A request for Access or Change may be made by completing and submitting this form, along with the required proof of certified identity, to the contact details listed on page 4. Upon receiving a request, Healthdirect Australia will verify your or the applicant's (if you are not requesting your own information) identity and satisfy ourselves that the request has been made by the individual concerned, their legal representative or another person who is authorised to make a request on the individual's behalf.

### 2. What kind of information can be requested?

The most common requests we receive are for copies of call recordings and/or a copy of the database record. Please specify the dates (where possible) of your interactions with Healthdirect Australia. Please advise if there is some other type of information that you are requesting.

### 3. Can I delete my information?

While we consider requests for deletion, the Privacy Act does not currently give individuals the right to 'delete' or 'erase' their information. Healthdirect has legal obligations to keep records of different types of interactions, such as health records. We balance these obligations before determining whether we can delete your information.

### 4. Is there a cost incurred with this application?

In most cases there is no charge for a request; however, should your request require a significant amount of resources to locate, retrieve, process and copy, administration costs may apply. We will always advise you as soon as possible if there are costs associated with your application.

### 5. I have chosen not to disclose my identity to Healthdirect Australia, can I still access my personal and/or health information?

The Healthdirect service is not able to be offered anonymously, however you do have the option to withhold your identity and/or use a pseudonym when you interact with us. In these instances, we may not be able to locate or retrieve your personal and/or health information.

### 6. What if I can't provide ID documents?

There may be instances where ID documents cannot be supplied, for example you have called our Pregnancy, Birth and Baby service for your baby whose birth has not been registered yet. Please contact the Privacy Team ([privacy@healthdirect.org.au](mailto:privacy@healthdirect.org.au)) for further advice on what alternate documents may be provided.

### 7. Why am I being asked to provide 100 points of certified ID?

Healthdirect Australia takes steps to verify the identity of the individual requesting their records to ensure that the personal and sensitive information being requested is being provided to the right individual. We also understand that you may be applying for records on behalf of someone and so additional documents are requested to show that you are authorised to act on someone's behalf such as a birth certificate, power of attorney etc. Your ID documents are held securely and will be destroyed 30 days following your last contact with the Privacy Team.

### 8. How long will it take to process my application?

Healthdirect Australia aims to respond to all access and correction requests within a reasonable timeframe, usually 30 days. Please advise us on your application of any time requirements you may have, and we will try our best to accommodate, where possible. Please note that Healthdirect is not an emergency response service, and that for some of our services we engage with service providers which could impact processing times as searches would need to be conducted on a separate system. We endeavor to support your request for information in a timely manner and appreciate your understanding.

### 9. How do I access my personal and/or health information?

Healthdirect Australia sends personal and/or health information via securely encrypted and password protected files in PDF (database record) and zipped file (audio recordings) formats by email. To access your records, please ensure that you have the relevant software to open the sent files. To enable access to your files, your password to access your files will be sent via SMS to your nominated mobile phone number.

### 10. I have applied for my records. The Privacy Team have advised that no records could be located. What does that mean?

Healthdirect Australia works with a range of government service providers. While you may have interacted with us during this journey, it's possible that your information may have been collected by another health service provider. It is also possible that you or a third party authorised to act on your behalf chose to interact with us anonymously or with a pseudonym, in which case your records may not be able to be located.

# Healthdirect Personal Information Access or Change Request Form

## 1. Consumer Details

Surname:

Previous Surname (If any):

Given Names:

Date of Birth (DD/MM/YYYY):

## 2. Are you applying to access or change your own personal records? (Please tick)

☐ No, I am applying/authorised to apply on behalf of someone else.

*Answer questions 3 & 4*

☐ Yes

*Go to Question 5*

## 3. Applicant Details (if not the consumer)

Surname:

Previous Surname (If any):

Given Names:

Date of Birth (DD/MM/YYYY):

## 4. What is your relationship to the consumer? (Please tick)

If you are requesting the records on behalf of someone else, you must attach a certified copy of the applicable document listed below. Certified copies are documents certified by an authorised person as true copies of original documents. For more information about the certification of documents, please see page 5.

☐ Guardian or Administrator (Attach Order)

☐ Executor (Attach Grant of Probate, or Letters of Administration)

☐ Guardian or Administrator (Attach Order)

☐ Enduring Power of Attorney (Attach Power of Attorney)

☐ Medical Treatment Decision Maker (Attach Appointment of Medical Treatment Decision Maker)

☐ Parent (Attach Child's Birth Certificate)

☐ Other Capacity (Detail below and attach proof)

Details:

## 5. Applicant Contact Details

State:

Postcode:

Mobile Phone Number:

Email Address (for delivery of records):

## 6. Request type

☐ Are you requesting specific copies of your Personal Information held by Healthdirect Australia? *Go to step 7*

☐ Are you requesting a change or deletion to your Personal Information? *Go to step 8*

## 7. Personal Records Access Requested (please tick)

☐ Copy of a call recording

☐ Copy of a database record

☐ Other

(Describe the documents required below)

Details:

## 8. Personal Records Change or Deletion Request

Describe the change request

Details:

## 9. Details of records requested

Name of Healthdirect Service/s used:

Date of contact (If known):

Phone number used to contact the services (If known):

## 10. Signature

Signature of Applicant:

Print Full Name:

Date:

By signing and submitting this form, you acknowledge that Healthdirect Australia collects your personal information contained in the form for the sole purpose of locating, verifying and providing access to the personal records requested, in accordance with Healthdirect Australia's obligations under the Privacy Act 1988 (Cth).

# Healthdirect 100 Point ID Check

We require evidence of the identity of both the consumer and the applicant. A completed request must include certified copies of the documents listed below, totaling a minimum of 100 points.

Do not provide original documents. Your identification documents should include at least one Category A document and one Category B document. It is important that the provided documents contain photographic ID and identification that contains a signature and date of birth.

Documents	Points
<b>Category A - Primary Documents</b> <i>(tick provided)</i>	
<input type="checkbox"/> Birth Certificate	70
<input type="checkbox"/> Australian Citizenship Certificate	
<input type="checkbox"/> Australian Passport (current or expired within last 2 years but not cancelled)	
<input type="checkbox"/> Current foreign passport with a valid Australian visa or travel document with a valid Australian visa	
<input type="checkbox"/> Australian ImmiCard	
<input type="checkbox"/> Other document of identity equivalent to a passport, e.g. diplomatic documents	
<input type="checkbox"/> Australian armed service papers	
<b>Category B - Secondary documents</b> <i>(tick provided)</i>	
<input type="checkbox"/> Driver license issued by an Australian state or territory	40
<input type="checkbox"/> License or permit issued by an Australian state, territory or Commonwealth government, e.g. a boat licence	
<input type="checkbox"/> Identification card issued to an Australian state, territory or Commonwealth government employee	
<input type="checkbox"/> Identification card issued by an Australian state, territory or Commonwealth government, e.g. proof of age card	
<input type="checkbox"/> Identification card issued to a student a tertiary education institution	
<input type="checkbox"/> Defence Force Identity Card	
<input type="checkbox"/> Identification card issued by the Australian or any state government as evidence of a person's entitlement to a financial benefit e.g. Pension Concession Card, Health Care Card, Seniors Card etc.	
<b>Category C - Supplementary documents</b> <i>(tick provided)</i>	
<input type="checkbox"/> Current credit card or account card from a bank, building society or credit	35
<input type="checkbox"/> Medicare card	
<input type="checkbox"/> Local government (council) land tax or rates notice	
<input type="checkbox"/> Mortgage or other instrument of security held by a financial body	
<input type="checkbox"/> DVA Card	
<input type="checkbox"/> Identification card issued to a student a tertiary education institution	
<input type="checkbox"/> Public utility bills – phone, water, gas or electricity	
<input type="checkbox"/> Bank statement from a financial institution	

**Certification**

The certified copy must include the statement:

*"I certify that this is a true copy of the original document as sighted by me".*

The certifier must also include their full name, signature, date, registration number (if any) and qualification or occupation, address, phone number.

A person from the list below can certify documents:

- A Justice of the Peace (with a registration number in the State in which they are registered).
- A person listed on the roll of the Supreme Court of a State or Territory or the High Court of Australia as a legal practitioner.
- A police officer.
- A judge of court.
- A Sheriff's officer.
- A health professional registered with the Australian Health Practitioner Regulation Agency (e.g. doctor, pharmacist, optometrist, nurse)

**Privacy** For further information on Healthdirect Australia's Privacy Policy, please visit: <https://www.healthdirect.gov.au/privacy-policy>.

or alternatively

**Contact Us**

**Email:** [privacy@healthdirect.org.au](mailto:privacy@healthdirect.org.au)

**Postal address:** Privacy Officer  
Healthdirect Australia PO Box K411  
Haymarket NSW 1240

**Notice:** Please be aware that if you have chosen not to disclose your identity when interacting with Healthdirect Australia, we may be unable to locate the requested personal or health information.