



Rebate for Pre-IVF Fertility Testing

PRIVACY STATEMENT FOR PATIENTS

Your personal information will be protected in accordance with NSW privacy legislation, including the *Privacy and Personal Information Protection Act 1998* and *Health Records and Information Privacy Act 2002*.

Collection of your health information

In order to determine your eligibility for the rebate, Service NSW and NSW Ministry of Health are collecting personal health information about you, including information provided in the rebate form together with information provided in any receipts related to the rebate claim and via the Service NSW website. We collect health information directly from you wherever possible.

Use or disclosure of your health information

Your health information will be used by NSW Ministry of Health and Service NSW to determine your eligibility for the pre-IVF rebate. Your health information may also be used or disclosed by NSW Ministry of Health and Service NSW for the following purposes:

- to evaluate the rebate program;
- to contact you for feedback on your experience relating to the rebate program;
- for operational and management activities, including funding, planning, safety and quality improvement;
- to investigate or manage a complaint or incident;
- to conduct verification and audits of rebate claims; and for .
- any other lawfully authorised purpose

Your health information may also be collected, used or disclosed by the other patient listed in your pre-IVF rebate form for the purposes of making a claim for the rebate.

Security of your health information

Your personal health information will be securely held by Service NSW and will be accessible to NSW Ministry of Health.

Service NSW and NSW Ministry of Health follow strict government standards regarding the secure storage of your health information in all formats. We regularly enhance and audit our systems in order to protect your information from unauthorised access, loss or other misuse.

Your information will be stored as an electronic record.

Access to your information

You are entitled to request access to your health information held by Service NSW and NSW Ministry of Health. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee if you request copies of your record. Requests for access to information will be responded to as soon as possible, or in most cases no later than 28 days.

If you believe the information we hold about you is incorrect or an error has been made, please contact NSW Ministry of Health (see below) and we will correct it or add a notation to your record.

Contact us

If you have questions or a complaint about the privacy of your health information or wish to access your personal information, please contact NSW Ministry of Health at AffordableIVF@health.nsw.gov.au

For more information about how NSW Ministry of Health and Service NSW manage their privacy obligations see:

- <https://www.health.nsw.gov.au/pages/privacy.aspx>
- <https://www.service.nsw.gov.au/privacy>

Translating and Interpreting service

If you require assistance with contacting the above services or require translation, please call the Translating and Interpreting Service (TIS) on 13 14 50.