

## Privacy Policy

Event Medical Services Australia Pty Ltd ('EMSA') is a Victorian based professional pre-hospital care company that delivers first aid and medical care standby at public and private events. Our team of professional doctors, nurses and paramedics complement our core staff of first responders to deliver professional and effective pre-hospital care to our clients.

This policy describes the way that EMSA collects, holds and discloses information about you. EMSA is subject to the Health Records Act 2001 (Vic) and the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Private Sector) Act 2001.

This policy is provided for your reference, please be aware of it's impact on your clinical practice. The privacy policy mostly relates to how we manage patient records; however it also reflects how we manage staff records and other forms of personal information.

### Collection of your personal information

We collect the following kinds of personal information for the primary purpose of carrying out our activities and providing health services to individuals:

- Name, date of birth, gender, address and contact information,
- Past medical history and other relevant history, current medications and allergies,
- Current medical condition, assessment and response to treatment, and
- Other information necessary and incidental to provide a comprehensive and holistic medical service to you.

In seeking and consenting to medical advice or treatment from EMSA, you are also consenting to the collection of this personal information.

If you do not consent, please advise an EMSA staff member immediately. You have the right to remain anonymous where this is lawful and practicable. This may, however, affect your ability to access your information at a later stage.

We may also collect personal information from you if you are unable to consent (for example, if you are unconscious) and are in immediate need of urgent medical assessment or treatment.

### Use and disclosure of your personal information

We use your personal information to provide our services to you including:

- To provide you with a comprehensive and integrated medical service,
- To manage, record, assess and improve our services to individuals, and
- To comply with legislative and other requirements.

We may disclose your personal information in certain circumstances including:

- To other health care providers such as ambulance services, hospitals or registered medical practitioners in circumstances where EMSA believes your medical condition requires or would benefit from your referral to these providers,
- To third parties where you consent, and
- To comply with legislative and other requirements.

### Securing your personal information

EMSA makes a reasonable effort to ensure the security of your personal information.

During the conducting of on-site medical service provision, including transfers to and from such sites, all documents that contain your personal information are secured away from general/public areas and may only be accessed by EMSA staff.

At all other times, your personal information is stored securely at our central management centre. All hard copies of documents containing personal information are filed and secured in a lockable storage area. All personal information stored electronically is protected by password and other electronic security measures.

We retain your personal information for such time as is prescribed by law.

### Access to your personal information

You are permitted to request personal information that is held by EMSA. You may also apply to have corrected any inaccurate or incorrect information. Any request must be in writing. It must state your full name, address, date of birth and a specific description of the information requested. Please address any such requests to the contact person listed below.

We may refuse access to your personal information that we hold where the law allows us to do so.

We also reserve the right to charge you a fee for access as prescribed by the *Health Records Regulations 2002*.

### Contact Details

If you require clarification about this policy or wish to make a request to access your personal information, please contact:

Privacy Officer  
Event Medical Services Australia  
PO Box 991 Moonee Ponds VIC 3039  
1300 789 465  
[privacy@emsa.com.au](mailto:privacy@emsa.com.au)

The Office of the Health Services Commissioner, an independent government authority that can investigate complaints against health service providers, can be contacted on 1300 582 113.

