



Laura Fergusson Trust

Canterbury

Our Privacy Statement

In order to provide the most appropriate health, rehabilitation, specialist assessment or disability support for you, it is necessary to collect some of your personal and health information. This information includes your name and contact information, NHI number/ACC claim number, information obtained during your interactions with us, and information about your health in relation to the services we provide you.

Under the Health Act, we can request health information about you from other health providers if that information will help us to provide you with appropriate and timely care and follow-up. You should let us know if you have any concerns about how we collect information or who we collect information from.

We will only use the information we collect about you for the purpose(s) it was collected, and related routine administrative purposes, including:

- To enable us to provide you with appropriate care and services;
- To make and maintain contact with you;
- For business administrative purposes;
- To fulfil contractual or legal obligations which require us to provide the information, for example to statutory agencies such as ACC and the Ministry of Health;
- To share relevant health information with other health professionals who are directly involved in your care (such as your GP) to ensure continuity and quality of services. This may include accessing shared care systems such as Health Link South or HealthOne;
- To manage any complaint, investigation or inquiry in which you are involved.

We may also use information about you to better manage and improve the quality of our service (such as for training and quality assurance measures). Information used for these purposes is always anonymised.

We will only use your information for the above purposes, or with your prior agreement, or where required or authorised by law.

We keep your information safe by storing the information securely and only allowing certain staff to access it on a need-to-know basis. This includes health professional, support staff involved in your care, and office administrators. With very limited exceptions, the rules relating to personal and health information do not allow us to disclose identifiable information about you to anyone else, including family, friends or your employer, without your consent.

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong.

If you'd like to ask for a copy of your information, if you want to seek correction of information we hold about you, or if you have a complaint about a possible breach of your privacy, please contact us at ceo@lftcant.co.nz or ph (03) 5950726, or 279 Ilam Road, Burnside, Christchurch 8053.