

Contractors

St John of God Health Care may engage professional service providers from time to time to assist with carrying out our functions and activities. Where necessary, your personal information may be disclosed to contractors to facilitate the provision of these services and will be handled in accordance with all privacy legislation.

Keeping your information confidential

Apart from the uses listed in our Privacy Policy or otherwise permitted under Privacy Legislation, using or disclosing your personal information will only be done with your consent. Usually, we will store your personal information within Australia. We may enter into arrangements with third parties to store data we collect or to access data to provide services and such data may include personal information, outside of Australia. Before doing so, we will take reasonable steps to ensure that the overseas recipient will handle your personal information in a manner that will not breach the privacy legislation. We will usually enter into a written agreement with an overseas recipient which requires that recipient to comply with the privacy legislation.

When your personal information is no longer required, as appropriate, it will be destroyed, deleted or de-identified securely in line with our retention and destruction policy and document disposal schedules which comply with government regulatory controls. If you have concerns about the use or disclosure of any of your personal information, please contact us using the details listed in this leaflet.

Notification of Eligible Data Breaches

St John of God Health Care is committed to ensuring the security of personal information that it holds. In the event that there is an Eligible Data Breach, we will, as soon as practicable, take reasonable steps to notify relevant individuals whose personal information has been involved or take such other steps as are required by law.

The notification will include:

- a. the identity and contact details of the SJGHC entity;
- b. a description of the data breach;
- c. the kinds of information concerned; and
- d. recommendations about the steps individuals should take in response to the data breach.

We will also notify the Office of the Australian Information Commissioner of the Eligible Data Breach as and when required by law.

Access, corrections and complaints

You have the right to request access to and correct personal information that we hold about you, or make a complaint if you have any concerns about your privacy.

Contact us

Full contact details of our Australian hospitals and services can be found on our website:
www.sjog.org.au/contactus

For privacy enquiries please ask to speak to the Privacy Officer or Health Information Manager at that hospital/service.

About St John of God Health Care

St John of God Health Care is a leading Catholic not-for-profit health care group, serving communities with hospitals, home nursing and social outreach services throughout Australia, New Zealand, and the wider Asia-Pacific region.

We strive to serve the common good by providing holistic, ethical and person-centred care and support. We aim to go beyond quality care to provide an experience for people that honours their dignity, is compassionate and affirming, and leaves them with a reason to hope.



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Published August 2026
St John of God Health Care Inc.
ARBN 051 960 911 ABN 21 930 207 958

SGZZZBCH0102 08/26

Protecting your privacy



Hospitality | Compassion | Respect | Justice | Excellence

Protecting your privacy

St John of God Health Care is committed to upholding the dignity of each person. Guided by the value of respect, we will manage all personal information in accordance with privacy legislation. This guide sets out how we collect, use and disclose certain types of personal information obtained from or about you; how we keep that information secure; and how you can obtain access to, and/or correct, that information.

For further details, please see our complete Privacy Policy, which can be accessed from our website:
www.sjog.org.au/privacy

What we may do with information collected

Clinical care

Primarily, your personal information is collected by us to ensure you receive quality health services whilst under our care. This information may need to be shared with members of your treating team. Where necessary, your personal information may be disclosed to other health care providers, such as your GP, home service provider or district health nurse. Such disclosure may be by telephone, fax or email.

Relatives, guardian, legal representative

We may provide information about your condition to your next of kin, nominated relative, guardian or appointed legal representative, unless you have advised us not to disclose your personal information.

Monitoring quality and satisfaction

Aspects of the personal information we collect may be used to monitor the quality of care we provide, the appropriateness and effectiveness of our services and the level of your satisfaction with our services. As a result we, or someone we authorise, may contact you in the future to request your feedback on our services.

Health service management

To aid the functioning of the health service, your personal information may be used or disclosed to your health fund, Medicare and also to insurers, lawyers and your doctor for claims management, and to other advisers in the ordinary course of managing our business.

Data required by law

We have legal and contractual obligations to provide information to various entities including:

- State Health Departments (all patients and all notifiable diseases)
- Private Hospitals Data Bureau (admitted patients)
- Registry of Births, Deaths and Marriages (births and deaths)
- Cancer Registry (cancer patients)

- Private health insurers
- Private Hospital Measurement Database (for psychiatric hospitals)

More information regarding these obligations is available on request.

Use of Artificial Intelligence (AI) and automated decision-making

St John of God Health Care may use AI and automated systems to support care delivery and assist with administrative and operational activities.

These tools support functions such as clinical safety, patient admission, access, and service eligibility, fundraising and philanthropic activities, workforce administration and billing, and are used to assist, not replace, clinical judgment with appropriate human review.

Depending on the purpose, personal information used may include health, contact and service information.

Where required by law, we will notify you if automated processes are used to make significant decisions about you and provide information on request, including how to seek human review.

We take reasonable steps to ensure these technologies are used lawfully and fairly, in line with our privacy obligations

Research

St John of God Health Care is committed to research across a wide range of medical, surgical and mental health fields with the aim of improving patient outcomes and our care.

We may use your information to assist in these objectives. For further information about research, please see our website.

St John of God Foundation

The St John of God Foundation raises funds – through donations and bequests – for projects to enhance our facilities, undertake research to improve health outcomes and provide social outreach services for disadvantaged groups in the community. If you would prefer not to be contacted by the Foundation, you can indicate this.

Religious denomination

St John of God Health Care values the religious beliefs of those for whom we care. Should you indicate on admission your religious denomination, and also consent to being visited by an authorised representative of your faith group, this information will be passed onto our Pastoral Services Team, who may talk with you about how to best facilitate this visit.

Direct marketing

If you indicate that you are happy to be contacted by us in relation to other services we offer, we may contact you in the future about new developments or services. We will always comply with the privacy law when using or disclosing information for marketing purposes. You may withdraw your consent at any time.

Billing

For billing purposes we may, from time to time, share relevant aspects of your personal information with third parties such as your other health care providers, Medicare, your private health insurance fund and external collection or account management agencies.