

Patient Health Information Privacy Policy

General

Ossis Limited (“Ossis”) respects the privacy of personal and health information collected by healthcare providers (“you”) from patients (“Patient Health Information”) and provided to Ossis for the purposes of Ossis providing custom devices and other related services to such patients (the “Purpose”). This Privacy Policy is intended to provide you with information regarding our collection, use, storage, management and transmission of any Patient Health Information provided to Ossis.

Collection

You will provide to us, and we may request from you, Patient Health Information, for the Purpose.

By providing us with Patient Health Information, you confirm that: (a) you have obtained the consent of your patients to collect and provide Patient Health Information to Ossis for the Purpose; (b) you have sufficient authority from your patients to allow Ossis to collect, use, store, manage and transmit Patient Health Information and; (c) you will comply with all law relating to the collection, disclosure, use, storage, management and transmission of Patient Health Information.

Use and Disclosure

Ossis will only use Patient Health Information for the Purpose for which it was collected or as otherwise permitted by law.

Ossis may use or disclose Patient Health Information to the extent: a) required to provide patients with a service or goods in connection with the Purpose; b) required for the ordinary operation of our business; c) expressly permitted under any agreement; d) required by law; e) in a manner that does not permit identification of the information as relating to an individual; or f) to lessen a serious threat to a person's health or safety.

Disclosure to Third Parties

Ossis will not provide Patient Health Information to any third parties except: a) to you or any other persons authorised by the patient; (b) governmental authorities or regulatory bodies, where we are under a legal obligation to do so; c) third parties engaged by Ossis to provide services or goods in connection with the Purpose; or d) if it is otherwise required by law.

Storage and Security

All Patient Health Information that is collected will be held and maintained by us at 150 Heaton St, Strowan, Christchurch. Electronic Patient Health Information will be held at a server provided by a commercially reputable supplier.

Ossis will take reasonable, appropriate security measures to safeguard any Patient Health Information and to keep this information accurate and up to date.

Access and Correction

If a patient requests access to their Patient Health Information or wishes to change and update Patient Health Information at any time, please contact us at info@ossis.com.

If you or a patient believes that any Patient Health Information we hold is incorrect, incomplete or inaccurate, then please request that we amend it.

Complaints or Breach of Privacy

If you believe that privacy has been breached, please contact us using the contact information above so that we can investigate it. We request that complaints about breaches of privacy be made in writing, so we can be sure about the details of the complaint. We will treat the complaint confidentially, investigate the complaint and aim to ensure that we contact you. We will ensure that the complaint is resolved within a reasonable time (and in any event within the time required by applicable laws). After we have completed our enquiries, we will contact you, usually in writing, to advise the outcome and invite a response to our conclusions about the complaint. If we receive a response from you, we will assess it and advise if we have changed our view.