

HOSPITAL FATIMAH PRIVACY POLICY

1. PRIVACY POLICY

Hospital Fatimah (hereinafter referred to as “our”, “we” or “us”) is committed to protecting the privacy, confidentiality and security of all personal data and health information to which it is entrusted.

This privacy policy outlines Hospital Fatimah’s policy on how we manage the personal data we hold about our patients and others. It applies to all operations within Hospital Fatimah, including visitors to our website.

It has always been policy to ensure that your personal and medical information are protected as stated in our Patient Charter. With the introduction of the Malaysian Personal Data Protection Act 2010 (“PDPA”), we are even committed to ensure the privacy, confidentiality and security of all personal data and health information are protected in line with the PDPA. For the purpose of this privacy policy, the terms “personal data” and “processing” shall have the meaning prescribed in the PDPA.

Unless stated otherwise, your usage of our website and/or submission of your personal data to Hospital Fatimah, indicates your agreement to the processing of your personal data of deliberated in this privacy policy.

2. WHAT INFORMATION THAT WE PROCESS

We process personal data which you have provided to us voluntarily through our website and upon your registration at our hospital. This includes personal data such as your name, address, date of birth, gender, age, contact details, race, religion, occupation, next of kin details, the nature of the problem for which you sought treatment and the investigations, treatment and advice you were given. Every time you visit our hospital for healthcare services or consultations, new personal data will be added to your medical records. In this regard, you hereby expressly consent to our processing of your sensitive personal data.

If you give us personal data or information about another person, you must first confirm that he/she has appointed you to act for him/her, to consent to the processing of his/her personal data and to receive on his/her behalf any data protection notices. We may request your assistance to procure the consent of such persons whose personal data is provided by you to us and you agree to do so. You shall indemnify us in the event we suffer any loss or damage as a result of your failure to comply with the same.

3. WHY DO WE PROCESS YOUR PERSONAL DATA

The purpose for which personal data is processed are as follows:

- The provision or delivery of healthcare.

- To monitor and evaluate the quality of care and the outcomes resulting from that care.
- To plan for the development and delivery of care and services.
- To assess your suitability of employment with us.
- To perform a contract of service.
- To promote and support research and education.
- To contact you and respond to all your queries.
- To meet legal and regulatory requirements.
- Dealing with matters requested by you e.g., dealing with insurance companies.
- Conducting surveys and/or statistics compilation.
- Investigating claims and complaints.
- And such other purposes as may be related to the foregoing.

Please note that it will be necessary for Hospital Fatimah to process your personal data, without which we will not be able to continue to process your personal data for any of the above purposes.

4. WHERE DO WE COLLECT YOUR DATA

- From the website/email.
- Registration (hard copy/soft copy).
- External document that you have attached.
- Any other oral/written communications between us.

Your personal data is processed by those involved in your care and treatment for the purposes as described above. It may also be processed to help educate our staff, to plan for the future and to evaluate our services. Whenever possible, personal data that identifies you is removed before it is processed for teaching purposes or evaluating our services.

We may disclose your personal data, if we are required to do so by law or relevant authority.

5. WHO MIGHT RECEIVE PERSONAL DATA REGARDING YOUR CARE AND TREATMENT

A discharge summary maybe provided to your referring medical practitioner or referring hospital following an admission to our hospital. This is in accordance with health industry practices and is intended to inform your doctor of information that may be relevant to any ongoing care or treatment provided by them.

If your nominated general practitioner has changed or your general practitioner's details have changed following a previous admission, please inform us.

Any person/company who is under a duty of confidentiality to Hospital Fatimah has undertaken steps to keep such personal data confidential. This includes our related

corporations, business partners, service providers and any such third party requested or authorised by you for any of the above purposes.

Your personal data may be transferred to a place outside Malaysia.

Any person or company who is accessing for or on behalf of Hospital Fatimah or jointly with Hospital Fatimah in respect of the purpose / a directly related purpose for which the data was provided.

6. HOW DO WE PROTECT YOUR PERSONAL DATA

All reasonable efforts and practical steps are made to ensure that personal data held by us is kept and protected against theft, unauthorized access, disclosure, copying, use or modification. We maintain strict policies regarding who has the authority to access your personal data. All staff is bound by a strict code of conduct and legal obligations with respect to maintaining the confidentiality of your personal data.

7. HOW LONG DO WE RETAIN YOUR PERSONAL DATA

We will only retain your personal data for as long as necessary for the fulfillment of the specified purposes or as legislated.

8. HOW DO WE KEEP YOUR PERSONAL DATA ACCURATE AND UP TO DATE

We will take reasonable steps to ensure that the personal data we hold is accurate and kept up to date. We realise that personal data changes frequently with changes of address and other personal circumstances. Please advise us when your personal data changes.

If you become aware that any personal data we hold is not accurate or if you would like to update your personal details, please advise us in writing via our contact details as described below.

Please note that it is your responsibility to ensure that the personal data you provide to us is accurate, complete and not misleading and that such personal data is kept up to date.

9. HOW DO YOU ACCESS TO YOUR PERSONAL DATA

Requests for access to your personal data or further enquiries about this privacy policy can be made in writing to:

Personal Data Protection Officer
Hospital Fatimah

1 Lebuah Chew Peng Loon, Off Jalan Dato' Lau Pak Khuan, 31400 Ipoh.

Email address: mre@fatimah.com.my

Contact No.: 05-5455777 / Ext: 212

If there are personal data in our records, which you believe to be incorrect, or you do not agree with, you have the right to request that it be corrected.

10. CHANGES TO OUR PRIVACY POLICY

HF's privacy policy will be reviewed from time to time to take into account of new laws and technology, changes to our operations and practices and to make sure it remains appropriate to the changing environment.

If we make any changes to our privacy policy, we will post these changes on our website.

11. LANGUAGE

In the event of any inconsistency between the English version and the Bahasa Malaysia version of this privacy policy, the English notice shall prevail over the Bahasa Malaysia version.

Person In Charge