GOVERNMENT OF WESTERN AUSTRALIA

PathWest LABORATORY MEDICINE WA

PathWest Privacy Statement

July 2026

Document Number: POL-341

Version Number: 1.0

Document Owner: Katherine Galvin, Director Office of the CE

Contents

1. Introduction....3
2. Information about you....3
3. Personal information....4
4. Why does PathWest collect personal information?....4
5. How PathWest collects personal information....4
   Anonymity and Pseudonymity....4
   Collection Statement....5
6. Use and disclosure of personal information....5
7. Unique Identifiers....5
8. Automated processes....5
9. Disclosure outside Australia....5
10. Storage and protection of personal information....6
11. Access and correction of personal information....6
12. Privacy complaints and review rights....6
13. Information breaches....7

1. Introduction

PathWest Laboratory Medicine WA (PathWest) is Western Australia's public pathology provider, delivering trusted, fully accredited diagnostic, forensic, and commercial testing services that support the health, safety, and wellbeing of our communities.

With an extensive network of laboratories, collection centres, and specialist testing facilities, PathWest provides the largest and most comprehensive range of testing services in Western Australia.

The PathWest statewide network supports equitable access to healthcare, connecting communities to timely, high-quality pathology services that inform diagnosis, treatment and clinical decision making for all patients, regardless of location.

A range of legislative requirements govern information in the WA health system. Although the list below is not exhaustive, key legislation includes:

- *Health Services Act 2016* and *Health Services (Information) Regulations 2017*
- *Public Health Act 2016*
- *Children and Community Services Act 2004*
- *Coroners Act 1996*
- *Corruption, Crime and Misconduct Act 2003*
- *Criminal Investigation (Identifying People) Act 2002*
- *Electronic Transactions Act 2011*
- *Evidence Act 1906*
- *Freedom of Information Act 1992*
- *Health and Disability Services (Complaints) Act 1995*
- *Health Insurance Act 1972* (Cth)
- *Human Reproductive Technology Act 1991*
- *Human Tissue and Transplant Act 1982*
- *Mental Health Act 2014*
- *My Health Record Act 2012* (Cth)
- *Privacy and Responsible Information Sharing Act 2024*
- *State Records Act 2000*

2. Information about you

PathWest collects and uses personal information for services to the public and protects against the unauthorised use of, access to, and disclosure of that information.

PathWest is a Western Australian health service provider and a IPP entity for the purposes of the *Privacy and Responsible Information Sharing Act 2024* (the PRIS Act).

Under the PRIS Act, PathWest follows the eleven Information Privacy Principles (IPPs) that govern how personal information is:

- collected;
- used and disclosed;
- stored and protected; and
- accessed and corrected.

Oversight of PRIS Act information protection and sharing and *Freedom of Information Act 1992* requirements is provided by the Office of the Information Commissioner Western Australia.

3. Personal information

Personal information is defined in the *Privacy and Responsible Information Sharing Act 2024* (PRIS Act) as "*information or an opinion, whether true or not, and whether recorded in a material form or not, that relates to an individual, whether living or dead, whose identity is apparent or can reasonably be ascertained from the information or opinion*."

Depending on the function or activity being provided, personal information collected may include:

- Identity and contact information e.g. Name, date of birth and residential addresses.
- Government and Insurance Identifiers e.g. Medicare number and private health fund numbers;
- Clinical Information e.g. medical history and other health information relevant to your medical care;
- Lifestyle Information e.g. Dietary and exercise information;
- Financial Information e.g. credit card and bank and account details; and
- On Site Information e.g. CCTV camera footage.

4. Why does PathWest collect personal information?

PathWest will collect, hold and use personal information to:

- gain an understanding of the individual's needs so we may provide them with the required service and advice;
- contact the individual to provide advice or information in relation to the way in which the service will be provided or to provide test results;
- provide forensic biology services, including forensic DNA analysis and reporting to support the WA Police Force and the WA justice system;
- deliver forensic pathology and coronial services, including post-mortem examinations conducted under the direction of the State Coroner;
- to improve the quality of our service;
- to administer and manage those services including charging, billing and collecting debts; or
- where required by law.

5. How PathWest collects personal information

PathWest will, where reasonable and practicable, collect personal and health information directly from you. This may occur when you contact PathWest by telephone, written correspondence, email, or via our website, or when you attend a PathWest clinic, collection centre, laboratory or office (including through the use of security or other cameras).

In some circumstances, PathWest may collect personal and health information from third parties where it is not reasonable or practicable to collect this information directly from you, or where your health may be at risk and PathWest need the information to provide emergency medical treatment. This may include:

- other healthcare providers (such as clinics, hospitals, and healthcare professionals involved in your care);
- individuals authorised to share your information with us (such as an authorised representative, guardian, family member, or legal adviser);
- insurers, law enforcement agencies, or government authorities, where required or necessary to provide a health service;
- other persons or entities who request us to perform services on your behalf (such as your employer, a government agency, or a hospital or nursing home in which you are a patient); and
- the My Health Record system operated by the Australian Government, in accordance with the access controls you have set within that system.

Anonymity and Pseudonymity

You may choose to deal with us anonymously or by using a pseudonym unless it is impractical for us to do so or we are required or authorised by law to only deal with identified individuals. If you choose to remain anonymous or to use a pseudonym, we may not be able to provide certain services to you, either at our usual standard or at all.

Collection Statement

All Collection Notices are set out on the PathWest webpage.

6. Use and disclosure of personal information

PathWest uses personal information primarily for the purpose for which it was collected, or for directly related purposes, and authorised by law. This includes to:

- deliver pathology and forensic services and support clinical care;
- provide test results to patients and authorised healthcare professionals;
- conduct forensic analysis, reporting, and provide evidence to support the justice system;
- administer billing and obtain payment from Medicare, insurers, patients, or other responsible organisations;
- communicate with patients and healthcare providers to manage and improve services, including billing and debt recovery;
- support education, research, and quality improvement activities; and
- meet legal, regulatory, and reporting obligations.

Personal information may also be used or disclosed:

- with an individual's consent;
- to healthcare providers, pathology partners, contractors, insurers, and other parties involved in service delivery;
- where authorised or required by law (e.g. court orders, warrants, mandatory notifications);
- as part of lawful information sharing arrangements, including research (typically using de-identified data); and
- in conjunction with systems such as My Health Record where authorised or required.

Where appropriate and practicable, PathWest takes steps to limit, de-identify, or aggregate personal information before secondary use or disclosure.

PathWest may also disclose personal information outside Western Australia or Australia for specialised testing, taking reasonable steps to ensure privacy protections are maintained in line with legislative and policy requirements.

7. Unique Identifiers

PathWest will only assign unique identifiers where necessary for the efficient delivery of its services and functions. This may include identifiers such as laboratory accession numbers, patient record numbers, or other reference numbers used to accurately identify specimens, test requests, and patient information. All unique identifiers will be managed in accordance with IPP 7 under the PRIS Act.

8. Automated processes

PathWest may use artificial intelligence (AI) and automated processes to support functions such as data analysis.

PathWest does not use AI to make fully automated decisions about individuals. Where such tools are used, appropriate human oversight is maintained, risks (including bias and adverse impacts) are managed, and personal information is handled in accordance with the PRIS Act.

9. Disclosure outside Australia

PathWest may disclose personal information outside Australia where necessary to support service delivery, such as referral of specimens to external or specialist laboratories for confirmatory or highly specialised testing.

Such disclosures will only occur with consent (where required), or where authorised or required by law, and in accordance with IPP 9 of the PRIS Act. PathWest takes reasonable steps to ensure that overseas recipients handle personal information in a manner consistent with the PRIS Act and WA Health Information Security Policy requirements.

10. Storage and protection of personal information

PathWest takes reasonable steps to protect personal information from misuse, loss, and unauthorised access, use, or disclosure. Measures include:

- physical, administrative, and technical security controls;
- restricting access to authorised personnel who require the information to perform their role;
- secure information and records management practices; and
- compliance with the WA Health Information Security Policy, Information Retention and Disposal Policy and *State Records Act 2000* requirements.

PathWest maintains and regularly reviews its information management and security practices to reflect evolving clinical, operational, legal, and cyber security risks.

11. Access and correction of personal information

PathWest takes reasonable steps to ensure that personal information it holds is accurate, up to date, and complete.

Individuals may request access to their personal information held by PathWest, or request correction where information is inaccurate, incomplete, or out of date. Requests may be made:

- informally, where appropriate;
- under the PRIS Act; or
- under the *Freedom of Information Act 1992.*

Applicable legal exceptions may apply. Requests for access or correction can be directed to PathWest through its designated contact channels.

12. Privacy complaints and review rights

PathWest aims to manage privacy concerns fairly, promptly, and in accordance with guidance issued by the Western Australian Office of the Information Commissioner.

Where concerns arise, individuals may:

- raise the matter directly with PathWest for informal resolution;
- submit a formal complaint outlining the issue and desired outcome; and
- request an internal review of how the matter has been handled.

PathWest will assess the complaint, undertake review where appropriate, and provide a written outcome, including any remedial actions. If an individual is not satisfied with the outcome, they may escalate their complaint to the Western Australian Information Commissioner.

Contact Details

If you have concerns relating to this Statement or wish to make an amendment to your personal information or make a complaint about our handling of your personal information, please contact our Client Liaison Team or the PathWest Privacy Officer.

PathWest Client Liaison

Email: feedback.pathwest@health.wa.gov.au

Mail: PathWest Client Liaison
Locked Bag 2009
Nedlands WA 6909

PathWest Privacy Officer

Email: pathwest.privacy@health.wa.gov.au

Mail: PathWest Privacy Officer
Locked Bag 100
Palmyra DC WA 6961

If we cannot satisfactorily resolve your concern or complaint, you may wish to contact the WA Office of the Information Commissioner.

WA Office of the Information Commissioner

Address: Albert Facey House
469 Wellington Street,
Perth WA 6000

Email: info@oic.wa.gov.au

Telephone: 61 8 6551 7888

13. Information breaches

PathWest manages actual or suspected information breaches in accordance with its Information Breach Policy. This includes processes to identify, assess, and respond to breaches, and to notify affected individuals and relevant authorities where appropriate.

This document can be made available in alternative formats on request for a person with disability.

© PathWest Laboratory Medicine WA 2026

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.