



Australian Government
Department of Veterans' Affairs

PRIVACY COLLECTION NOTICE

Veterans' Medicines Advice and Therapeutics Education Services (Veterans' MATES) Program

The Department of Veterans' Affairs is committed to ensuring personal information provided for the Veterans' MATES program is handled in accordance with the *Privacy Act 1988 (Cth)* (Privacy Act).

Who is collecting your personal information?

Your personal information is being collected by the Commonwealth of Australia, represented by the Department of Veterans' Affairs (ABN 23 964 290 824) ('Us', 'We', 'Our').

Why is your personal information being collected?

Your personal information is being collected to enable us to develop and deliver you with personalised, effective health and wellbeing information, resources, advice and support that is tailored to your personal specific health care needs and circumstances and aims to:

- improve your use of medicines (reducing the use of unnecessary medicines; increasing the use of under-utilised medicines, reducing adverse medicine events) and
- improve your use of related health services.

Your data is also de-identified and aggregated into broader medicines-based data that is used to inform our health policies, practices and research about medicine prescribing and use in the Australian veteran population.

If you do not want your information to be used for this purpose please email us at:

privacy.enquiries@dva.gov.au or go to **www.dva.gov.au/general-enquiries** and follow the prompts to send us a message.

How will we manage your personal information?

Your personal information is managed under a strict data management plan and maintained in a secure purpose built environment to store DVA Data (within Australia) that provides appropriate data access arrangements. Access is to appropriately security-cleared personnel only and in compliance with relevant Commonwealth and DVA security requirements. This information is for use by the Veterans' MATES program only and is not authorised for use for any other purpose.

What personal information is being collected?

Your personal information that is being collected for use in the program is our health claims data and includes:

- Name
- Date of birth
- DVA reference number
- Applicable health conditions
- Hospital procedures
- Pharmacy, medical and allied health records including doctor visits, radiology, pharmaceutical and pathology claims.

This health claims data is routinely collected by us for verification and financial reconciliation of healthcare costs of our clients that we are liable to pay through the following legislation:

- [Veterans' Entitlements Act 1986](#) (VEA)
- [Safety, Rehabilitation and Compensation \(Defence-related Claims\) Act 1988](#) (DRCA)
- [Military Rehabilitation and Compensation Act 2004](#) (MRCA)

We then disclose and use this information in the Veterans' MATES program to offer a service that gives you and your healthcare team the most up-to-date health and medicines information.

Who will we disclose your personal information to?

We will disclose your personal information to the University of South Australia, who is our contracted supplier to deliver the Veterans' MATES program on our behalf. It is the University of South Australia who analyse the health claims data and develop and deliver the health and wellbeing information to you and your doctor.

You are able to withdraw yourself from this program at any time by contacting us on **1800 VETERAN** (1800 838 372), using the prompt 'Veterans' MATES'.

What will happen if we don't collect your personal information?

If we don't disclose and use your personal information in this way:

- you will not receive the personalised health and wellbeing information, resources, advice and support provided through Veterans' MATES; and
- your information will not be aggregated into the medicines-based data that is used to inform our health policies, practices and research about medicine prescribing and use in the Australian veteran population.

Our Privacy Policy

You can find out more about accessing and/or correcting your personal information with us, making a complaint and about our approach to managing personal information via our privacy policy which you can find at www.dva.gov.au/privacy-policy. For information about our privacy policy, please contact:

Information.Law@dva.gov.au.

If you have any questions about the collection of your personal information in accordance with this privacy collection notice, please contact: privacy.enquiries@dva.gov.au.