Privacy Statement

At Hiwa Navigation, we respect your privacy and the mana of the information you share with us. We collect the information we need to manage your referral, register you with ACC for Sensitive Claims services, and connect you with appropriate support.

What information do we collect?

We may collect:

- Your name, date of birth, address and contact details
- Your preferred and safe way for us to contact you
- Ethnicity, cultural identity, gender and pronouns
- Your preferences for your therapist
- Cultural, language, accessibility or other support needs
- Information about your previous involvement with ACC and your ACC claim number, if known
- Information about the support you are looking for
- Your preferences for telehealth
- Parent or legal guardian details where relevant
- Any other information you choose to provide

If someone refers you on your behalf, we may also collect their name, relationship to you and contact details. We ask them to make sure you have agreed to the referral.

Why do we collect this information?

We use your information to:

- manage your referral;
- register you with ACC for Sensitive Claims services;
- contact you safely;
- understand your needs and preferences;
- connect you with an appropriate provider; and
- coordinate and administer your ACC-funded support.

Who can see my information?

Your information is only accessible to authorised Hiwa Navigation staff and providers who need it to manage or provide your services.

We require our staff and providers to protect your information and follow relevant privacy and health information requirements.

Who do we share my information with?

We share relevant information with ACC where this is needed to register you for Sensitive Claims services and coordinate your ACC-funded support.

We may also share information where you have authorised us to, where it is necessary to provide or coordinate your services, or where we are permitted or required to do so by law.

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Do I have to provide all of this information?

No. Some information is optional.

However, we need certain information to register you with ACC and arrange your services. If required information is not provided, we may not be able to progress your referral or register you for ACC-funded support.

How do you keep my information safe?

We take reasonable steps to keep your personal and health information secure. Information held by Hiwa Navigation is primarily stored electronically, with access restricted to authorised people who need it for their role.

Your provider is responsible for maintaining their clinical records in accordance with their professional and privacy obligations.

How long do you keep my information?

We keep your information for as long as required by relevant health information, legal, contractual and recordkeeping requirements. When it no longer needs to be retained, it is securely disposed of.

Can I see or correct my information?

Yes. You can ask for a copy of the personal information Hiwa Navigation holds about you or ask us to correct information you think is wrong.

Email: supplier@hiwa-nav.com
Phone: 03 425 9762

Our handling of personal and health information is subject to the Privacy Act 2020 and applicable health information privacy requirements.