

PaRIS Health Survey

Privacy Information

This survey and your personal data

The Australian Commission on Safety and Quality in Health Care (the Commission) and ORIMA Research is inviting you to take part in this survey.

The survey is part of an international study led by the Organisation for Economic Co-operation and Development (OECD), on people living with chronic conditions. The survey is called the PaRIS survey. Its aim is to compare and improve patient care across different countries and regions.

For more information visit www.oecd.org/health/paris

The information below explains who is conducting the survey in Australia, what data will be collected about you, how the data will be used, who the data are shared with, and what your legal rights are.

Who is conducting the survey?

The survey is being carried out by the Commission and ORIMA Research, on behalf of the Australian Government Department of Health and Aged Care (the Department).

Which other organisations are involved?

The OECD has appointed an international consortium (the PaRIS-SUR Consortium) to develop and conduct the survey on its behalf, in close collaboration with the Commission, the Department, ORIMA Research, Ipsos MORI and the Nivel Group.

For more information about the PaRIS-SUR Consortium, visit their website at: www.paris-sur.org

For more information about the OECD, the PaRIS Survey, and their privacy statement, visit the OECD's website at: www.oecd.org/privacy

How did you get my contact details?

You have been contacted because **your general practitioner's (GP's) practice is participating in this survey**. A selection of patients at your GP practice, who are 18 years or over and have visited the practice in the last six months have been invited to participate.

Your GP practice may have sent the survey information to you directly or they may have shared a limited amount of your contact information with ORIMA Research so that they could invite you to take part in this survey. This information includes **your name, email address, and/or mobile telephone number**.

ORIMA Research will keep this information confidential and will only use your contact information to invite you to take part in this survey. Once the survey is finished, ORIMA Research will securely destroy your contact details.

Have you got access to my health data?

No, apart from having had an appointment with your GP in the last six months and being 18 years or over, no other information about your health has been shared with, or can be inferred, by ORIMA Research.

Who are my contact details shared with?

ORIMA Research may have access to your **contact details**. ORIMA Research will keep any contact details provided to it as part of this survey **secure in accordance with the Privacy Act 1988 Cth** (the Privacy Act). This information will only be used for this survey. More information about ORIMA Research and its privacy policy can be found at <https://orima.com.au>

Do I have to take part?

No. Taking part in the survey is **voluntary** and whether or not you choose to participate will not affect the care you receive now or in the future. If you take part, you can **stop** the survey at any time.

What will I be asked to do?

We are asking you to complete **questions about your health and your experience with your GP practice**.

What happens to my answers?

Your answers will be collected using an **online survey**. Your answers will be put together with the answers from other people surveyed in Australia. This dataset will **not include your name or any other contact details**.

The data will be analysed by ORIMA Research on behalf of the OECD, the Commission, and the Department. Your answers will be linked by the international consortium with the answers that your GP practice gives on a separate GP practice survey. This will be done using a **deidentified code** (your survey identification number), which can be linked to the deidentified code applied to your GP practice.

Any published results will be **aggregated and fully anonymised**, which means that it will not be possible to identify anyone.

Your answers will **not be shared with your GP practice** in any identifiable form.

How will you ensure that my personal information is secure?

ORIMA Research take information security responsibilities very seriously. They will take precautions to ensure **your information is protected from loss, theft, or misuse**.

Security precautions include appropriate physical security of offices and controlled and limited access to computer systems. Strict measures are taken to ensure any personal information is securely stored and seen only by the personnel directly involved in the project. Regular audits are conducted of information security, in line with the International Standard for Information Security ISO 27001.

Does this online survey use cookies or similar code?

Some online surveys collect information using 'cookies'. A cookie is a piece of information that an Internet website sends to your browser when you access information at that site. Cookies are either stored in memory (session cookies) or placed on your hard disk (persistent cookies). ORIMA Research only uses persistent cookies for some surveys, for the convenience of users when returning to the survey website. Blocking these cookies does not hinder the operation of the survey. On closing your browser, the session cookie set by this website is destroyed and no Personal Information is maintained which might identify you should you visit our website later.

ORIMA Research may also automatically capture information about your operating system, display settings and browser type, including the IP address, to ensure that the survey questionnaire is delivered in a form **suited to the software your computer or mobile device is using**. ORIMA Research does not capture any other information from your computer.

How long will you hold onto my personal data?

ORIMA Research will only hold onto your personal data for as long as is necessary to support the project and findings. In practice, this means that **once we have reported the anonymous findings, we will securely remove your personal data** from our systems.

For this survey, we will securely remove your personal data from our systems by July 2025.

Where will your personal data be held and processed?

- Contact data used to invite you to take part in this survey will be stored in data centres and servers within Australia.
- All anonymised online survey data will be collected by ORIMA Research and stored in a data centre and server within Australia.

- Anonymised data for each country will be stored by the PaRIS Survey consortium and OECD in data centres and servers within the UK/European Union.
- The Commission, the Department and ORIMA Research will have access to the anonymised results of the survey and will store these data in data centres and servers within Australia.

Has the survey been approved by an ethics committee?

Yes. The ORIMA Research Human Research Ethics Committee has reviewed and approved this research based on the National Statement on Ethical Conduct in Human Research (2007) – [HREC reference number: 0012023]. This Statement has been developed to protect the interests of people who agree to participate in human research studies.

Your rights under the Privacy Act

- You have the right to **access your personal data** within the limited period that ORIMA Research holds it, i.e. until the contact information is destroyed.
- Taking part in this survey is **entirely voluntary** and is done so with your **consent**. You have the right to **withdraw** your consent to our processing of your personal data at any time. However, once the data are analysed it is not possible to withdraw this data from the anonymised outputs.
- You also have the right to **rectify any incorrect or out-of-date personal data** about you which we may hold.
- If you want to exercise your rights, please contact the ORIMA Research helpdesk by email via PaRISSurvey@orima.com or by telephone on 1800 806 590 between the hours of 8:30am and 5pm AEST, Monday to Friday.
- We must generally respond to requests in relation to your rights within 30 days, although there are some exceptions to this.
- You can make a complaint to ORIMA Research by contacting Tyler Forrester, Privacy and Ethics Manager at ORIMA Research, via email (Tyler.Forrester@orima.com) or telephone (03 9526 9000).
- You also have the right to lodge a complaint with the Office of the Australian Information Commissioner if you have concerns on how we have processed the data. You can contact them at enquiries@oaic.gov.au

Under what legislation is my data protected?

In Australia, the collection of personal data (information about an identifiable, living person) is protected by the Privacy Act.

The Privacy Act is the principal piece of Australian legislation protecting the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information in the federal public sector and in the private sector.

Your rights under the Australian Privacy Principles contained in the Privacy Act will be respected. When your data are collected, it will be deidentified and will be handled according to this legislation.

All personal information is held securely. Personal information will not be disclosed to other organisations not identified in this document unless it is required under Australian law or a tribunal/court order.

Once your de-identified data are provided to Ipsos MORI and Nivel group, it will be kept private under the EU General Data Protection Regulation, because Ipsos MORI and Nivel group are based in Europe. This regulation applies to data processing activities in Europe, where the international consortium and the OECD are based. The General Data Protection Legislation is a European Union law that governs the way in which countries in Europe can use, process, and store personal data.

How can I contact the Australian Commission on Safety and Quality in Health Care about this survey and/or the data collected by it?

You can contact the Commission via email: parisinitiative@safetyandquality.gov.au or post: Australian Commission on Safety and Quality in Health Care GPO Box 5480 Sydney NSW 2001.

safetyandquality.gov.au



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