



Privacy Statement

DPVA Ltd will collect information about you that is required to complete the requested driving, vehicle, or transport assessment and/or to plan rehabilitation.

The Occupational Therapist may be contacting the following people to discuss any aspect of this assessment and/or rehabilitation (if applicable):

- Family/Whanau Members
- Treating Medical Practitioner
- Physiotherapist
- Wheelchair Seating Therapist
- Employer
- ACC Case Manager (or other Insurance Provider)

Other: This may include vehicle modifiers, vehicle brokers and driving instructors. This information may include name, address, phone number, medical status.

Please notify DPVA Ltd if you do not consent to all or some of the above.

Photographs: At times, we may request photographs be taken of

- Yourself
- Family/Whanau Members
- Vehicle
- Other (driveway, parking areas, equipment etc)

Photographs may be included in reports and/or shown to vehicle modifiers.

Please notify DPVA Ltd if you do not consent to all or some of the above.

Use of Heidi (AI dictation software)

Your occupational therapist might ask your permission to use an AI dictation programme called Heidi. This records your assessment and helps the occupational therapist save time writing their notes and their report. The programme doesn't make any decisions about your case, your occupational therapist does. Your occupational therapist will check the notes at the end of your assessment, and change them if necessary.

The recording does not go outside our system, it is changed into typed notes in real time. The notes are then stripped of any identifying data (eg your name), encrypted, and stored on the Heidi servers in Australia, and in our own secure Heidi account. Only your occupational therapist can access it.

The data encryption and security are ISO27001 accredited. The data is not used for AI training or any other use.

Heidi is compliant with NZ Information Privacy principles and the Privacy Act 2020.

Please let your occupational therapist know if you would not want them to use Heidi to help them write your notes. Your assessment will not be affected in any way if you opt out.

Protecting your personal information:

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse.

We store all client information on an electronic database called Record Base. This was developed by Wild Bamboo. <https://www.recordbase.co.nz/>. Some files may also be stored on Microsoft One Drive.

Only DPVA Ltd staff have access to RecordBase or One Drive (password protected). Any hand written notes taken at the assessment gets shredded once our reports are written.

All computers are password protected.



Release of Information:

If concerns regarding your medical fitness to drive are identified during the assessment process, a copy of your report may be sent to New Zealand Transport Agency and/or treating medical practitioner.

Section 18 of the Land Transport Act 1998 requires health practitioners to advise the Chief Medical Adviser of the New Zealand Transport Agency of any individual who is unfit to drive (or poses a danger to public safety by continuing to drive when advised not to).

The information collected will only be used for the purpose of this assessment and storage of this information will comply with the Privacy Act 1993.

The Health (Retention of Health Information) Regulations 1996 say that health agencies **must** keep any health records they hold for a patient for 10 years from the last time they provided services to that patient. At which point we securely destroy it by secure document destruction or deleting electronic files.

Correction:

You have the right to ask for a copy of any personal information DPVA holds about you and to ask for it to be corrected if you think it is wrong.

Second Opinion:

If you are unhappy with the recommendations made by our service, you have the right to ask for a reassessment or second opinion. You can discuss options with us, your GP or your ACC Case Manager.

Complaints:

Please forward any complaints to David Morris, Director, DPVA Ltd by calling 021 221 7950; or Email: david.morris@dpva.co.nz; or Post PO Box 28693 , Remuera 1541

If you feel uncomfortable doing that, you could approach the referring agency, the Occupational Therapy Board <https://www.otboard.org.nz/> and/or the Health and Disability Commissioner <https://www.hdc.org.nz/making-a-complaint/>

NEW ZEALAND



How does it work?

Heidi is a helpful tool that allows your clinician to focus entirely on you during your visit while still allowing them to accurately capture medical information, ensuring a comprehensive and precise record of your care.



Do I have to give consent?

Your consent is crucial. All clinicians are encouraged to obtain consent before using Heidi. You can withdraw your consent at any time.



Who has access to my medical information?

Only your clinician! Heidi is compliant with the Privacy Act 2020 and the New Zealand Information Privacy Principles. Our information management systems are ISO27001 accredited for data security. Your data protection is our top priority.



Where is my data stored?

All data is encrypted, securely and confidentially stored on our cloud servers, adhering to high industry standards. Due to cloud infrastructure limitations within New Zealand, data for NZ users is stored in Australia.



How is my data used?

Our approach to data collection is threefold:

- **Be Transparent:** We clearly explain how we use your data in our Privacy Policy and Terms and Conditions.
- **Limit Collection:** We only collect data that is essential for providing you our services or enhancing Heidi's effectiveness.
- **Ensure Security:** We restrict the disclosure, retention, and use of your data, ensuring it is safeguarded.

Our commitment ensures that every piece of information collected has a clear purpose, either to deliver the product you love or to improve Heidi's performance and accuracy



Do you store recordings of my appointment?

Conversations are transcribed simultaneously while they happen, meaning no recordings are ever stored. Notes that a clinician saves from the appointment will be added to your Electronic Health Record in your clinician's Practice Management System, as standard.

Any questions?

Get in touch at hello@heidihealth.com or visit heidihealth.com

