

NUHS/NUH Personal Data Protection Policy

The security of your Personal Data (as defined below) is important to us.

In this policy, “we”, “us”, “our” means National University Hospital (Singapore) Pte Ltd and/or National University Health System Pte Ltd, “you”, “your” or “yours” means the persons to whom this policy applies, as listed below.

Due to the recent introduction of the Personal Data Protection Act 2012 (“PDPA”), we have implemented safeguards to protect your Personal Data that is collected, used and disclosed by us. This Personal Data Protection Policy describes how we may collect, use, disclose and manage your Personal Data. The policy applies to all individuals whose Personal Data is in our possession or under our control.

Personal Data

“Personal Data” refers to any data, whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which we have or are likely to have access, including data in our records as may be updated from time to time.

Some examples of your Personal Data that we may collect are your name, contact details, residential address, date of birth, identification card number/passport details, medical records, diagnostic imaging, photographic films and financial information.

We, as a public healthcare institution, endeavour as far as possible to keep your Personal Data safe by:

- a) Limiting access to only doctors and healthcare personnel who are involved in your care, and the supporting internal processes;
- b) Conducting regular audits to ensure only authorised persons have accessed your Personal Data; and
- c) Removing details that identify you when using your Personal Data for internal purposes as far as possible.

We will use reasonable precautions to protect your Personal Data under our control in order to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks. You should be aware, however, that no method of storage is fully secure. While complete security cannot be guaranteed, we strive to protect the security of your information and will periodically review and enhance our information security measures where necessary.

Collection of Personal Data

The following are some examples of how we may collect Personal Data from you in the following ways:

- a) During your registration with us;

- b) During consent taking to procedures; and
- c) During your consultations with our healthcare professionals.

Purposes for the Collection, Use and Disclosure of Your Personal Data

When you seek care at other public healthcare institutions, we will share relevant data with them through trusted information systems like the National Electronic Health Record (NEHR) system. We may use your Personal Data to invite you to participate in care programmes suited for you.

As a public healthcare institution, we will share relevant data and participate in national and multi-agency efforts to:

- a) review healthcare policies and requirements;
- b) review programmes that ensure patient safety and improve the quality of healthcare services;
- c) conduct disease surveillance to address public health concerns; and
- d) train future generations of healthcare professionals.

Please be assured that if your Personal Data is collected, used or disclosed for these purposes, we will protect it as required under the PDPA and other relevant legislation such as the Private Hospitals and Medical Clinics Act.

Retention of your Personal Data

We will periodically review the Personal Data collected by us to determine if such data is still needed. Your Personal Data will be retained only as long as the purpose for which it was collected remains and until it is no longer necessary for any other legal or business purposes.

Withdrawal of Consent, Access and Correction of your Personal Data

It is your obligation to ensure that all Personal Data submitted to us is complete, accurate, true and correct. You have the right however, under the PDPA, to withdraw your consent to the use of your Personal Data, to obtain access or to make corrections to your Personal Data records kept with us.

Contacting us

If you have any queries on any aspect of the PDPA as regards your Personal Data, please contact the Patient Relations Department at gsm@nuhs.edu.sg.

Changes to Policy

We reserve the right to modify or change this Personal Data Protection Policy at any time. Should we make any material changes to the Personal Data Protection Policy, this page will be updated accordingly. We encourage you to review this page periodically to understand our Personal Data Protection Policy.