



## Privacy Policy

### Introduction:

This privacy policy is to provide information to you, our patient, on how your personal information is collected, stored and used in our practice, and the circumstances in which we may share it with third parties.

### Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

### Why do we collect, use, hold and share your personal information?

We will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

### What personal information do we collect?

- Names, date of birth, addresses, contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifiers
- Health fund details

### How do we collect your personal information?

- When you make your first appointment we will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
- In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
  - Your guardian or responsible person
  - Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
  - Your health fund, Medicare, or the Department of Veterans' Affairs (as necessary)

### When, why and with whom do we share your personal information?

- With third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- With other healthcare providers
- When it is required or authorised by law (eg court subpoenas)
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For the purpose of confidential dispute resolution process
- When there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- During the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary)



Only people who are authorised and need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, we will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

We will not use your personal information for marketing any of our goods and services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

### **How do we store and protect your personal information?**

Your personal information may be stored at our practice in various forms, eg paper records, electronic records, visual records (x-rays, CT scans, videos and photos), and audio recordings.

We store all personal information securely. Electronic files are stored in information systems protected by passwords, firewalls and physical locks, and hard copy records are stored in a physically secure environment. Staff and contractors are all required to sign and comply with confidentiality agreements.

### **How can you access and correct your personal information at our practice?**

You have the right to request access to, and correction of, your personal information.

We acknowledge patients may request access to their medical records. We require you to put this request in writing, addressed to the Practice Manager or your GP, and we will respond within 30 days. Depending on the nature of the request a fee may be charged for this service.

We will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager.

### **How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. You may address any privacy concerns you have to:

1. Post: Practice Manager, P O Box 183, Exeter, TAS 7275
2. E-mail: [admin@exetermedical.com.au](mailto:admin@exetermedical.com.au)
3. Phone: Exeter Medical Centre (03) 63944247 or Legana Medical Centre (03) 6330440
4. Please allow 30 days to receive a response, so our management team can review and respond. If we are unable to resolve complaints within 30 days of receiving the complaint we will update you on progress within 30 days.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 922.

You may also contact The Office of the Health Complaints Commissioner, GPO Box 960, Hobart Tas 7001, or phone 1800 001 170, or e-mail [health.complaints@ombudsman.tas.gov.au](mailto:health.complaints@ombudsman.tas.gov.au).

### **Privacy and our website**

Our websites [www.exetermedical.com.au](http://www.exetermedical.com.au) and [www.leganamedical.com.au](http://www.leganamedical.com.au) are available for your convenience. You may book appointments online via our website as may be available for your convenience. Please note: we do not provide medical advice via e-mail and our website contains general advice only. Please see your doctor for any medical advice required.

### **Policy review statement**

We will review this policy regularly to ensure it is in accordance with any changes that may occur. When we amend this policy we will post an updated version of this policy on our website.