

PRIVACY POLICY

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within 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?

Our practice 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 (e.g., staff training).

What personal information do we collect?

The information we will collect about you includes your:

- 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.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. Information can also be collected through electronic transfer of prescriptions, My Health record via a shared health summary or event summary and any other ehealth services consented to use by the patient.

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4. 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.
5. 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?

We sometimes 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 (e.g., 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 (e.g., some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g., via Shared Health Summary, Event Summary).

Only people who 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, our practice 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.

Our practice will not use your personal information for marketing any of our goods or 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.

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How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. These forms include but are not limited to:

- Paper records
- Electronic records
- Visual records such as X-rays, scans and photos.

Our practice stores all personal information securely in various forms. These forms include but are not limited to:

- Electronic format in protected information systems that are password protected
- In hard copy in a secure environment such as a locked cabinet with limited staff access

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.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing, via email or letter and our practice will respond within 30 days. Patients may be charged a small fee to cover the cost of administrative time and consumables.

Our practice 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 clinic via email admin@civicparkmedical.com.au or by letter.

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. Our practice can be contacted via email, admin@civicparkmedical.com.au, via phone on 5635 3355, via fax 5625 4595 or via letter in the mail to Civic Park Family Medical Centre, 79 Young Street, Drouin, 3818. We endeavor to respond to all complaints regarding privacy within 30days. Your privacy complaint will be treated in confidence by the practice manager.

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 or call the OAIC on 1300 363 992.

Privacy and our website

Personal information maybe collected through our website and or social media pages in instances such as completing an online registration form.

Our website and or social media pages may contain links to other websites operated by third parties. We are not responsible for the content and privacy practices of other websites. We encourage you to examine each website privacy policy.

We have policies and procedures in place to protect personal information that we have under

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our control. However, you should be aware that there are inherent risks associated with transmitting information via the internet.

While we strive to protect information, we cannot ensure or warrant the security of any information transmitted to us online and individuals do so at their own risk. Once any personal information comes into our possession, we take reasonable steps to protect that information from misuse or loss and from unauthorised access, modification or disclosure.

If you do not want to use the internet, we provide alternative ways of obtaining and providing information, such as by phone and mail. In some circumstances, our security guidelines may also require us to send information to you by non-electronic means

Our Website uses cookies to make your experience of the site easier and more efficient. A cookie is a small data file placed on your hard drive by a web page server. A cookie cannot retrieve any data from your hard drive, pass on a computer virus, or capture your email address. The cookie will remain on your computer as a record for future visits to this Website.

You can configure your browser to notify you when you receive a cookie, providing you with the opportunity to either accept or reject it. You can also refuse all cookies by turning them off in your browser or deleting all cookies from your computer

Policy review statement

This privacy policy will be reviewed annually to ensure it is in accordance with any changes that may occur. Patients will be notified when the policy is amended by electronic communication, face to face communication, posters at reception and in the waiting room or by any other means necessary to ensure all of our patients are notified.