

## **PRIVACY POLICY**

### **1. 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.

We respect your rights to privacy and have a legal obligation to abide by the provisions of the Privacy Act 1988 (Cth) (the **Act**). The rules that an organisation must follow under the Act are known as the Australian Privacy Principles, and cover areas including the collection, use, disclosure, quality and security of personal information.

### **2. What is your personal information?**

When used in this privacy policy, the term “personal information” has the meaning given to it in the Act. In general terms, it is any information that can be used to personally identify you. This may include your name, address, telephone number, email address and profession or occupation. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information. Our privacy policy covers all people who use our services or otherwise provide their personal information to us.

For the purposes of this privacy policy, no distinction has been made between the handling of personal information and sensitive information (as that term is defined in the Act); therefore all information will be referred to as "personal information" throughout this document.

### **3. Personal information we may collect and hold**

We may collect the following types of personal information:

- your name, address and telephone number;
- your age or date of birth;
- your Medicare number, Veterans' Affairs number, Health Care Card number, health fund details or pension number;
- current drugs or treatments used by you;
- information relevant to your medical care, including but not limited to your previous and current medical history and your family medical history (where clinically relevant);
- your ethnic background;
- your profession, occupation or job title;
- the name of any health service provider or medical specialist to whom you are referred, copies of any letters of referrals and copies of any reports back; and
- any additional information relating to you that you provide to us directly through our representatives, medical or allied health professionals providing services at or from our clinic, or otherwise.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

#### **4. How do we collect your personal information?**

Our practice will collect your personal information:

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. Information can also be collected through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system, e.g. via Shared Health Summary, Event Summary.
3. We may also collect your personal information through your access and use of our website, when you send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
  - We may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.
  - We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.
  - We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in this Privacy Policy.
4. 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 Veteran's Affairs (as necessary).

#### **5. If we can't collect your personal information**

If you do not provide us with the personal information described above, some or all of the following may happen:

1. we may not be able to provide the requested services to you, either to the same standard or at all; or
2. your diagnosis and treatment may be inaccurate or incomplete.

#### **6. Appointment bookings online**

We have an agreement with an external provider Hotdoc. The patient application does not have direct contact with us and only connects to Hotdoc's cloud servers. All communication

between the Hotdoc cloud server and us is encrypted. Hotdoc only handles data relating to the patient appointment and no other sensitive patient records are used or stored on the Hotdoc system.

Our online bookings and SMS reminders are facilitated through HotDoc. If you subscribe to this service it is necessary for HotDoc to access your personal details (such as your name, address and contact number). For more information on their privacy and security policy please see their website <http://www.hotdoc.com.au>.

## **7. Who do we share your personal information with?**

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 the Australian Privacy Principles 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (eg via Shared Health Summary, Event Summary).

Only people that 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. In relation to medicals and consultations procured or requested by our overseas clients, we may disclose your personal information to these clients in their countries of operation. We do not otherwise disclose your personal information to overseas recipients (unless with 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 ([ashbenmedical@gmail.com](mailto:ashbenmedical@gmail.com) or us an unsubscribe link).

## **8. Security**

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal

information or other information which you transmit to us online is transmitted at your own risk.

#### **9. Links to and from this site**

The existence of external links on our websites shall not be construed as our endorsement, sponsorship, approval of, or affiliation with, another person unless the party providing the relevant link is authorised in writing to do so.

If you access this site via an external link, you do so at your own risk. While information and third party information contained on this site has been presented with all due care, we do not warrant or represent that the information or the third party information, will remain unchanged after the date of publication and is free from errors or omissions. It is your responsibility to make own investigations, decisions and enquiries about the information retrieved from other internet sites.

#### **10. Accessing or correcting your personal information**

You can access the personal information we hold about you by contacting us. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information, we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

#### **11. Making a complaint**

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us. Please include your name, email address and/or telephone number and clearly describe your complaint. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

#### **12. Changes to this Privacy Policy**

From time to time, we may make changes to the Privacy Policy. This may be in relation to changes in the law, best practice or changes in our services. These changes will be reflected in this statement, so you should check here from time to time.

Version: 1.0

Year: 2019