

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information and *My Health Record* 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 you 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 (eg: staff training).

What personal information do we collect?

The information we will collect about you includes:

- 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 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 form.
2. While providing medical services, we may collect further personal information. Our practice participates in eHealth services, such as *electronic transfer of prescriptions* (eTP), and *My Health Record* via Shared Health Summary.
3. We may also collect your personal information when you send us an email or SMS, telephone us or make an online appointment.
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 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 (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)
- while providing medical services, through eTP and My Health Record, via Shared Health 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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisation to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let our Admin team know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. These may include paper records, electronic records, visual records, such as X-rays, CT scans, videos and photos, and audio recordings.

Our practice uses the latest computer software to record and store personal information, order investigative tests, provide prescriptions and file specialists reports securely. Our computers are password protected and data is backed up daily on a secure server. All paperwork is securely stored on the premises or properly destroyed.

All information recorded at the practice is strictly confidential. We follow the Australian Federal Privacy Laws and Standards for the Private Health Sector.

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 in writing via email to: admin-gympie@ncacch.org.au or mail to: 31 Excelsior Road Gympie QLD 4570 and our practice will respond within a reasonable timeframe. The practice will advise if there is to be a fee payable for complying with the request.

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: admin-gympie@ncacch.org.au or 31 Excelsior Road Gympie QLD 4570

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.

Address your complaint to the Practice Manager: admin-gympie@ncacch.org.au
or c/- 31 Excelsior Road Gympie QLD 4570

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they investigate.

For further information visit: www.oaic.gov.au or call [1300 363 992](tel:1300363992)

For *non-privacy* related complaints or feedback, you may like to discuss your concerns with your GP or the Practice Manager, admin-gympie@ncacch.org.au

Alternatively, contact the **Office of the Health Ombudsman, 400 George Street, Brisbane Q 4000.**

Email: complaints@oho.qld.gov.au or call [13 36 46](tel:133646)

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our patients via SMS, email, website or social media.