

# 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 that needs 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 (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 or authorised by law to only deal with identified individuals.

## How do we collect your personal information?

Our practice will collect your personal information:

1. When you make your first appointment our staff will collect your personal and demographic information via your registration form.
2. During the course of providing medical services, we may collect further personal information.
3. 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).

## 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 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 Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (e.g. 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.

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.

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

Your personal information may be stored electronically and/or hard copy. Kedron Wavell Medical Centre will take all reasonable steps to protect the security of the personal information we hold.

Our practice stores all personal information securely and we invest the following forms of security:

- All electronically stored files are password protected on several levels and regular backups performed.
- All employees and contractors of Kedron Wavell Medical Centre signing Confidentiality Agreements and are required to observe obligations of privacy and confidentiality.
- Hard Copies of personal information are stored in secure filing areas with restricted access.
- All Hard copies of personal information that are not required are shredded following our internal procedure.
- Implement multiple levels of firewall and intrusion protection solutions to our network.
- A manage approach to network access
- Regular testing to ensure integrity and security of network.

## How long is my personal information retained for?

Health information is kept for a minimum of 7 years for adults from the last occasion in which health service was provided to the patient. If the person is under the age of 18 then records must be kept until the person has attained 25 years of age.

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

You have the right to access and correct your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time (30 days). A fee will be payable for a patient to access this information.

There are some circumstances in which access to your personal information may be denied they include but not limited to:

- Providing access would pose a serious threat to your physical or mental health or where public safety issues are involved

- Access is denied by law
- Retrieval would have an unwarranted impact on the privacy of others.

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 your personal information held by our practice is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing to [admin@kedronwavellmedicalcentre.com.au](mailto:admin@kedronwavellmedicalcentre.com.au)

## 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.

### Contact Details

Attention: Practice Manager  
Address: 232 Gympie Rd Kedron Qld 4031  
Email Address: [admin@kedronwavellmedicalcentre.com.au](mailto:admin@kedronwavellmedicalcentre.com.au)

You may also contact the **Office of the Australian Information Commissioner** (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 336 002.

## Privacy and our website

Kedron Wavell medical Centre will endeavour to ensure our website is as secure as possible, however we cannot guarantee the complete safety and security of our website as the World Wide Web is not a secure medium. Kedron Wavell Medical Centre takes no liability for any interference or damage to a user's computer system, software or data occurring in connection with this website. We strongly recommend users take appropriate measures to ensure their computer is protected against third party interference whilst on the web.

## External links to other websites

This site may contain links to external websites which Kedron Wavell Medical Centre adds to improve the service we offer and expand upon the information readily available to you. Once a user decides to click on a link and navigate away from the Kedron Wavell medical Centre website our privacy policy is no longer in effect. Users are recommended to familiarise themselves with the privacy policies on these websites once they browse and interact with them.

Recommendations or views purported on these websites are not necessarily reflective of those of Kedron Wavell Medical Centre.

## Policy review statement

Our Privacy policy is reviewed annually. Notification of any change to our privacy policy will be via our website.