

Dr Alexandra Turner - Privacy Policy

1. Introduction

Our practice is committed to best practice in relation to the management of information we collect. This practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act') the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Privacy Amendment (Notifiable Data Breaches) Act 2017, the Australian Privacy Principles, and relevant State and Territory privacy legislation. Our policy is to inform you of:

- the kinds of information that we collect and hold, which, as a medical practice, is likely to be 'health information' for the purposes of the Privacy Act;
- how we collect and hold personal information;
- the purposes for which we collect, hold, use and disclose personal information;
- how you may access your personal information and seek the correction of that information;
- how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint;

2. What kinds of personal information do we collect?

The type of information we may collect, and hold includes:

- Your name, address, date of birth, email and contact details
- Medicare number, DVA number and other government identifiers, although we will not use these for the purposes of identifying you in our practice
- Other health information about you, including:
 - notes of your symptoms or diagnosis and the treatment given to you
 - specialist reports and test results
 - your appointment and billing details
 - your prescriptions and other pharmaceutical purchases
 - your healthcare identifier
 - any other information about your race, sexuality or religion, when collected by a health service provider.

3. How do we collect and hold personal information?

We will generally collect personal information:

- from you directly when you provide your details to us. This might be via a face-to-face discussion, telephone conversations, new patient forms and emails.
- Wherever possible we only collect information from you, however we sometimes we are required to collect information from a person responsible for you
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to: other members of your treating team, diagnostic centres, specialists, hospitals, electronic prescription services, Medicare, your health insurer, the Pharmaceutical Benefits Scheme

4. Why do we collect, hold, use, and disclose personal information?

In general, we collect, hold, use and disclose your personal information for the following purposes:

- to provide health services to you
- to communicate with you in relation to the health service being provided to you
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation.
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our ITC systems
- for consultations with other doctors and allied health professional involved in your healthcare;
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- for identification and insurance claiming
- Information can also be disclosed through an electronic transfer of prescriptions service.
- To liaise with your health fund, government and regulatory bodies such as Medicare, and the Department of Veteran's Affairs as necessary.
- Depending on the circumstances, we may hold your information in either hardcopy or electronic form or both. Generally, a copy of all correspondence is held in electronic format.

5. How do we hold your personal information?

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. This includes:

- We hold all hardcopy and electronic records of personal information in a secure manner to ensure that they are protected from unauthorised access, modification, or disclosure
- Our staff follow strict information handling procedures, and we only permit those staff whose tasks require use of your information to access it
- Our staff sign confidentiality agreements
- Our computers are password protected and run regular anti-virus software

6. How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which we hold about you.

- For details on how to access and correct your health record, please contact our practice as noted in the Contact section on this site. We will normally respond to your request within 7 days.
- We may charge a small fee for providing access if it requires a significant amount of time to locate your information or to collate or present in an appropriate form
- In rare circumstances and only where it is permitted under the Privacy Act 1088(Cth), we may not be able to provide you with access to your information. If we are unable to provide you with access, we will state why this is so
- If your personal or health information is out-of-date or incorrect you may inform us of this, and we will correct it for you
- In the unlikely event that we disagree about the accuracy of the information and are unable to change it, you may provide us with a statement indicating that you dispute its accuracy,

and we will associate the statement with your information which will be brought to the attention of each person who uses the information.

7. Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to the Practice Manager (manager@draturner.com.au). We will normally respond to your request within 7 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218
Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

8. Transfer of your information overseas

We will only transfer your personal or health information overseas if the transfer is to you, or to one of your authorised representatives, or it is with your express consent. We will not send your information outside of Australia in any other circumstances.

9. Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on the practice's website.