

Peninsula Rheumatology - Privacy Statement

Thank you for using www.peninsularheumatology.com.au. Your privacy is important to us.

Here, we explain what personal information we may hold about you, and how we might use that information. By using our website, you are also agreeing to the terms of this privacy policy.

Why do we collect, use, hold and share your personal information?

Personal information is any information that can be used to identify a living individual or company such as a title, name, company, email address, state, and telephone number.

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.

We may collect this personal information when you contact us, request for doctor's appointment, through a medical referral or otherwise give us personal information when filling in a new patient application form.

When you register as a patient of our practice, you provide consent for our doctors and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only authorised 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.

Any personal information that you provide us is stored securely and treated as strictly confidential.

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.

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. This information can also be collected through electronic transfer of prescriptions (eTP), My Health Record.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, 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).

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. This includes:

- paper records
- electronic records
- visual records (X-rays, CT scans, videos and photos), and
- audio recordings.

Our practice stores all personal information securely in electronic format with password protected and encrypted systems, or in hard copy format in a secured environment in secured cabinets. Once scanned, hard copies will be securely shredded and disposed of. Confidentiality agreements are in place with staff and contractors.

How Do We Use This Information?

We use your personal information to provide you with the medical service you ask for. We may also use your information in our legitimate interest to administer our site(s) and for internal operations, including electronic patient records, research, statistical and survey purposes, including notifying you about changes to our service.

In addition, we may handle any non-sensitive personal data for our legitimate purposes. We will not sell your details to any third parties or use your data in any other way than those listed above. An exception to this is where we may be required by law to disclose certain information.

Peninsula Rheumatology regards the lawful and correct handling of personal information as important to medical service and delivery while inspiring confidence of all our patients. We will ensure that anyone working for us uses personal information lawfully and correctly.

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 (example- court subpoenas)
- we may disclose information about you to outside contractors to carry out activities on our behalf, such as an IT service provider, solicitor or debt collection agency
- 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 eTP, My Health Record, Proda, Audit4.

Only authorised personnel 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.

Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

We will not share your personal information with anyone outside Australia.

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.

With clinical trial data, we provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

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

If you believe your information that we have about you is not accurate, complete or up to date, we ask that you contact us in writing (see below)

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 Admin Manager, Suite 3, 35-37 Cranbourne-Frankston Road, Langwarrin, Victoria 3910

Our practice also acknowledges patients may request access to their medical records. We require you to put this request in writing either in paper format or via email addressed to the Admin Manager and our practice will respond within a reasonable time of up to 30 days.

There are no fees for making the request, however fees apply to providing this service based on the cost of complying with the request, costs of administration (e.g. the time required for the Business manager to provide the requested information, the cost of consumables and the time that the doctor or the Practice Principal requires to allocate for this to be performed). These fees will be advised on receipt of your request.

Data Retention

If you become an inactive patient at our clinic, we are legally required to keep your medical record for 7 years.

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.

You can make such a complaint addressed to the Admin manager by phone on (03) 9776 5000 or by correspondence mailed to the Admin manager at Suite 3, 35-37 Cranbourne-Frankston Road, Langwarrin, Victoria 3910. The Admin manager will respond to your complaint within a reasonable time (up to 30 days).

You may also contact the Office of the Australian Privacy Commission (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.

Policy review statement

This privacy policy is reviewed regularly to ensure it is in accordance with any changes that may occur. Our privacy policy can be seen online on our website or a copy can be obtained from our medical receptionists.

If you have any questions about this privacy policy, this is how you can contact us:

- Email: info@peninsularheumatology.com.au
- Tel: (03) 9776 5000
- Suite 3, 35-37 Cranbourne-Frankston Road, Langwarrin, Victoria 3910