

INTRODUCTION

This medical practice is committed to best practice in relation to the management of the information we collect. This practice has developed a policy to protect patient privacy in compliance with privacy legislation. Our practice handles your personal information in accordance with Federal and State privacy law. This includes complying with the Australian Privacy Principles forming part of the Privacy Act 1988 and the Health Records and Information Privacy Act 2002 (NSW). You may request access to this policy by contacting the practice.

YOUR CONSENT

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 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.

COLLECTION OF INFORMATION

What kind of personal information do we collect?

- Your name, date of birth, address, phone number(s), email address, country of birth, next of kin contact details
- Your Medicare number
- Your Private Health Fund details
- Your pensioner/ health care card details
- Your health information and other sensitive information

What kind of personal information is NOT collected?

- Your credit card details will *NOT* be collected by this practice. They will be collected by an Australian owned and operated appointment service called Trusted Executive Services at the time of booking an appointment.
- Your banking passwords will *NOT* be collected by this practice. Please report any abuses of this to us or the relevant authorities.
- Your personal information will *NOT* be collected from accessing the practice website. Website analytics (eg: usage, web traffic) are collated anonymously and cannot be directly traced to you.

How do we collect your personal information?

- Wherever possible, we collect information from you directly when you provide your details to us eg: by completing our practice registration form
- We will *NEVER* email you directly requesting your personal information, especially but not limited to bank details
- In an emergency or where you are unable, we may collect information about you from a person responsible for you

- In some instances, we may need to collect information about you from third parties where the Privacy Act or other law allows it eg: referring doctors, treating specialists, pathology, radiology, hospitals or other health care providers.

How do we hold your personal information?

- Your personal information is stored on Cloud-based business software called Microsoft Office 365 in a unique electronic medical record (eMR) created by the practice.
- Any paper-based documents you have completed, which contain your personal information, are destroyed in confidential waste bins once the information is transferred into your electronic medical record on Office 365.
- Please note that your credit card details will *NOT* be collected by this practice. Your credit card details will be collected by an Australian owned and operated appointment service called Trusted Executive Services at the time of booking your appointment. Trusted Executive Services has been contracted by this practice to manage patient appointments. They communicate your credit card details via a dedicated and secure telephone line to Synapse Medical Billing, which is an Australian owned and operated medical billing company contracted by the practice to manage patient billings including consultation fees and medicare rebates. Your credit card details are held in a secure eWay 3rd party gateway account. Should you wish to obtain a copy of the privacy policies of these companies, please contact them directly.

USE AND DISCLOSURE

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

- So that we may properly assess, diagnose, treat and be proactive with your healthcare needs.
- Your personal information will only be used or disclosed for purposes directly related to providing you with quality healthcare, or in ways that you would reasonably expect us to use it in order to provide you with this service.
- In general, we may collect, hold, use and disclose your personal information for the following purposes:
 - To provide health services to you
 - To communicate with you
 - To comply with our legal obligations which may include mandatory notification of communicable diseases
 - To help us manage our accounts and administrative services
 - To assist with training and education of other healthcare professionals
 - For research purposes, depersonalised information may be used subject to approval by an authorised ethics committee

What we do *NOT* do with your personal information

- Disclose it to overseas recipients unless we are required to do so by law or unless we have your consent
- Use it for direct marketing

QUALITY AND SECURITY

How can you access and correct your personal information?

The practice is committed to maintaining accurate and up to date personal information about you. Subject to the exceptions set out in the Privacy Act, you may seek access to and correct the personal information we hold about you in accordance with our access policy. We ask that you put your request in writing. A fee for the retrieval and copying of your medical record may be charged in accordance with the schedule of fees specified in the Law Society of NSW/ AMA Schedule 2015¹ plus GST. You will be advised of the cost in advance. This fee is not redeemable through Medicare. Please contact Dr Eleni Mayson on 1300121252 or privacy@drelenimayson.com.au if you would like access to the personal information we hold about you.

How do we keep your personal information secure?

- The practice takes reasonable steps to protect the security of the personal information we hold about you by:
 - Storing your personal information on Cloud-based business software called Microsoft Office 365. This software complies with the International Standard for Cloud Privacy called ISO27018.
 - Using passwords on all electronic systems and databases, including Office 365, to protect electronic information from unauthorised interference, access, modification or disclosure
 - Purchasing a unique practice licence to use Office 365.
 - Office 365 stores its data containing your personal information in secure servers located in Australia, thereby complying with the Australian Privacy Principles.
 - All data stored on Office 365 Servers is encrypted at rest
 - Any paper-based information containing your personal information is uploaded onto Cloud-based software Office 365 and is then destroyed in confidential waste bins

HOW CAN YOU MAKE A PRIVACY-RELATED COMPLAINT?

We will take reasonable steps to protect the security of your information and comply with our legal obligations. Our staff are trained and required to respect your privacy. We take reasonable steps to protect information held from misuse and loss, and from unauthorised access, modification or disclosure.

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, please contact Dr Eleni Mayson on 1300121252 or privacy@drelenimayson.com.au.

You may lodge your complaint in writing. Any complaint will be investigated, and you will be notified of a decision in relation to your complaint as soon as is practicable after receipt, usually within 30 days.

If you are dissatisfied with our response, you may refer the matter to the **Office of the Australian Information Commissioner:**

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>

ANONYMITY AND PSEUDONYMS

The Privacy Act provides that individuals must have the option of not identifying themselves or of using a pseudonym when dealing with our practice, except in certain circumstances, such as where it is impracticable for us to deal with you if you have not identified yourself. The provision of medical services is likely to be impacted, and billing via Medicare or a health insurer where applicable is likely to be impracticable if you wish to remain anonymous, and this practice is not able to accommodate anonymity. Should you wish to use a pseudonym, please contact Dr Eleni Mayson on 1300121252 or privacy@drelenimayson.com.au prior to an appointment being made to discuss how this might be accommodated.

UPDATES TO THIS POLICY

The practice performs regular privacy audits and keeps a disclosure and complaints register. 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.

REFERENCES

1. Law Society of NSW/ Australian Medical Association. Allowances for witnesses and suggested fees for medicolegal examinations and reports. November 2015, Australia.
2. Alati, J. AMA privacy and health record resource handbook for medical practitioners in the private sector. 2014. Canberra, Australia. Australian Medical Association (AMA).