

PRIVACY POLICY

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 privacy legislation.

Our policy is to inform you of:

- the kinds of personal information that we collect and hold;
- 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;
- whether we are likely to disclose personal information to overseas recipients;

What kinds of personal information do we collect?

The type of information we may collect and hold includes personal information about:

- Your name, address, date of birth, gender, email and contact details
- Medicare number
- Your health information and other sensitive information
- Clinical photographs

How do we collect and hold personal information? We will generally collect personal information:

- from you directly when you provide your details to us;
- from a person responsible for you
- from third parties where the Privacy Act or other law allows it

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

How can you access and correct your personal information?

Subject to the exceptions set out in the Privacy Act, you may seek access to and correction of the personal information which we hold about you in accordance with our access policy. If a fee is charged for providing access, you will be advised of the cost in advance. The contact person in this practice is Lyndsay Channon.

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 our Privacy Officer: Lyndsay Channon. You can also lodge a complaint with the Health Complaints Commissioner by calling 1300 582 113.

You may lodge your complaint with us in writing. A complaint form is available upon request to reception. Any complaint will be investigated by the Privacy Officer and you will be notified of the making of a decision in relation to your complaint as soon as is practicable after it has been made, usually within 30 days.

Are we likely to disclose your personal information overseas?

We may disclose your personal information to the following overseas recipients:

- any practice or individual who assist us in providing services (such as where you have come from overseas and had your health record transferred from overseas or have treatment continuing from an overseas provider)
- anyone else to whom you authorise us to disclose it; and
- anyone else where authorised by law

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.

Last update: 26 July 2018

At Riversdale Dermatology we have a member of staff appointed as Privacy Officer: Lyndsay Channon

The person is responsible for:

- Full implementation of the Practice's Privacy Policy
- The handling of staff and patient privacy related questions
- Overseeing procedures to handle access requests and also complaints
 - See form in Patient Forms File: Patient Request for Information
 - Every time a patient fills in a request for information it should be logged on the Disclosure Register
 - Should a patient request and fill in a complaint form it should be logged on the Complaints Register
 - See form in Patient Forms File: Patient Privacy Complaint Form
- The establishment of disclosure and complaint registers