



NORTHERN EYE SPECIALISTS

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PRACTICE 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'). 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;
- whether we are likely to disclose personal information to overseas recipients;

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
 - your specialist reports and test results
 - your appointment and billing details
 - your prescriptions
 - your genetic information
 - your healthcare identifier
 - any other information about your race, sexuality or religion, when collected by a health service provider.

- Photographs and related ophthalmic scans related to your clinical presentation

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 conversation, registration form or online form
- 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, the My Health Record system¹, 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
- If you have a My Health Record, to upload your personal information to, and download your personal information from, the My Health Record system.
- 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, the Department of Veteran's Affairs and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary.

5. 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. Please inform our friendly staff to update the correct information or to obtain your clinical information.

6. 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:

- Holding your information on an encrypted database
- Holding your information in secure cloud storage
- Holding your information in a lockable cabinet
- Our staff sign confidentiality agreements
- Our practice has document retention and destruction policies as per the national guidelines.

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 (see below for details). We will normally respond to your request within 30 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. Overseas disclosure.

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

- any practice or individual who assists 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)

In respect of sensitive information, technical infrastructure (cloud storage and processing providers) are provided by IT Medic, 17 Birch Street, Findon 5023 located in South Australia. We do not, as a matter of strict policy, disclose such personal information to any overseas recipients.

The Privacy Act 1988 (Cth) ("the Act") and corresponding Australian Privacy Principles ("APPs") require relevant Australian entities to ensure that, before disclosing personal information overseas, reasonable steps are taken to ensure that overseas recipients do not breach the Act or the APPs (APP 8.1). It is not always possible to ensure that overseas recipients will comply. We do not take any responsibility for the actions of overseas third party recipients of personal information. By agreeing to this Privacy Policy you are agreeing that your personal information may be disclosed overseas and that APP 8.1 will not apply to that disclosure. This means that you will not have recourse against us under the Act in the event that an overseas recipient of your personal information breaches the APPs.

- anyone else to whom you authorise us to disclose it

10. 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 and will be displayed at the reception desk in clinic.

11. Privacy and websites

We use cookies (small files stored on your device) created both by us and third parties. Cookies allow us to recognise an individual web user as they browse our website. The cookie identifies your browser or device, not you personally. No personal information is stored within cookies used by our website. The information collected includes when you accessed our website, how you accessed the site (for example, from a search engine or an advertisement) and what you did on the website.

The information generated by the cookie may be transmitted to and stored by Facebook and Google, who may use this information for the purpose of compiling reports on website activity for us (or advertising agencies engaged to act on our behalf). Demographic and interest reports may be generated including characteristics such as your age, gender and location. These reports do not identify you personally. We may use them to provide targeted advertising to you and to make policy decisions. If you prefer not to receive cookies, you can adjust your browser settings. However, you may not be able to use the full functionality of the website.

We apply a range of security controls to protect our websites from unauthorised access. However, you should be aware that:

- the internet is an unsecure public network
- there is a risk that your transactions (including emails) may be seen, intercepted or modified by third parties
- downloadable files may contain computer viruses, disabling codes, worms or other devices or defects

12. Contact details for privacy related issues

Northern Eye Specialists

Locations:

1. Shop 2, 14-16
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Email: mawsonlakes@northerneyespecialists.com
2. 43, John Rice Avenue
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