

Privacy Policy- Armadale Dermatology

Armadale Dermatology takes your privacy seriously. Privacy protection and confidentiality of health information is essential for quality health care and we are committed to protecting the privacy and confidentiality of the information we handle about you.

This policy explains:

- How we collect, store, use and disclose your personal information;
- How you may access your personal information;
- How we protect the quality and security of your personal information;
- How you may seek correction of any personal information we hold; and
- How you may make a complaint about our handling of your personal information.

In addition to our professional and ethical obligations, at a minimum, our Practice handles your personal information in accordance with federal and state privacy law. This includes complying with the federal Australian Privacy Principles (**APPs**), forming part of the *Privacy Act 1988 (Cth)* and the Victorian Health Privacy Principles (**HPPS**) forming part of the *Health Records Act 2001 (Vic)*. This also complies with the *Privacy Amendment (Notifiable Data Breaches) Act 2017*.

More information about the APPs and the HPPs can be found on the Australian Information Commissioner's website www.oaic.gov.au or in hard copy on request from our Practice reception.

Collection of information

The practice collects and holds personal information about you so that we may properly assess, diagnose, treat and be proactive in your health care needs.

The type of personal information we collect may include:

- Personal details (name, address, date of birth, Medicare number);
- Your medical history;
- Notes made during the course of a medical consultation;
- Referral to other health services providers;
- results and reports received from other health service providers; and
- credit card or direct debit information for billing purposes.

Wherever practicable we will collect this information from you personally – either at the Practice, over the phone, via written correspondence or via internet if you transact with us online.

In some instances we may need to collect information about you from other sources such as referring doctors, treating specialists, pathology, radiology, hospitals or other health care providers.

In an emergency, we may collect information from your immediate family, friends or carers.

Use and disclosure

Your personal information will only be used or disclosed for purposes directly related to providing you with quality health care, or in ways you would reasonably expect us to use it in order to provide you with this service.

This includes use or disclosure:

- To the professional team directly involved in your health care, including treating doctors, pathology services, radiology services and other specialists outside this medical practice. For example, this may occur through referral to other doctors when requesting medical tests or in the report or result returned to us following the referrals;
- To the Practice's administrative staff for billing and other administrative tasks necessary to run our practice. Our staff is trained in the handling of personal information in accordance with the *Practice Privacy Policy*.
- To your health insurance fund, Medicare or other organisations responsible for the financial aspects of your care;
- Where required by law, for example, pursuant to a subpoena;
- To insurers or lawyers for the defence of a medical claim; and/or
- To assist with training and education of other health care professionals.

If you do not wish for your information to be used for training of health professionals, please tick here, please notify the administration staff.

Our practice does not intend to disclose your personal information to overseas recipients.

We will not use your information for direct marketing.

Information Quality

We aim to ensure the information we hold about you is accurate, complete, up to date and relevant. To this end our staff may ask you to confirm that your personal details are correct when you attend a consultation. Please let us know if any of the information we hold about you is incorrect or not up to date.

Storage

Our practice takes all reasonable steps to protect the security of the personal information we hold, by:

- Securing our premises;
- Using passwords on all electronic systems and databases and varying access levels to protect electronic information from unauthorised interference, access, modification or disclosure; and
- Storing hard copy records in secure filing cabinets or rooms that are accessible only to practice staff.

Data breaches

Our practice will contact you when an eligible data breach occurs and if:

1. there is unauthorised access to or disclosure of personal information (or the information is lost in circumstances where this is likely to occur); and
2. it is likely that the persons to whom that information relates will be seriously harmed as a result of the unauthorised access or disclosure

Access to your personal information.

Under law you have a right to access personal information we hold about you. Please contact our Practice Manager for more information on our *Access to Medical Records Policy*.

We request that you put your request in writing. Posted, faxed or email is acceptable.

Updated November 2017