

## Privacy Policy

At **Clarkson Family Practice**, we are committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Policy applies to personal information collected by us and provides information to patients as to how their personal information (which includes their health information) is collected and used within Clarkson Family Practice, and the circumstances in which we may disclose it to third parties.

This policy must be made available to patients upon request.

### Personal Information:

The Privacy Act defines personal information to mean:

“information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not.”

### Sensitive Information:

The Privacy Act defines sensitive information to mean:

“information or opinion about an individual’s racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, criminal record, health information about an individual, genetic information, biometric information or templates.”

### What kinds of personal information do we collect and hold?

For the provision of clinical services to a patient at Clarkson Family Practice we will need to collect personal information including the patients’:

- Names, addresses, and contact details
- Medicare number (where available) (for identification and claiming purposes)
- Healthcare identifiers
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.

Additionally, a patient’s personal information may be held at Clarkson Family Practice in various forms:

- As paper records
- As electronic records
- As visual - x-rays, CT scans, videos and photos
- As audio recordings

Clarkson Family Practice’s procedure for collecting personal information is set out below.

1. Clarkson Family Practice staff collect patients’ personal information and demographic information via registration when patients present to Clarkson Family Practice for the first time. Patients are encouraged to pay attention to the collection statement attached to/within the form and information about the management of collected information and patient privacy.
2. During the course of providing medical services, Clarkson Family Practice’s healthcare practitioners (GPs, nurses, registrars and students and allied health professionals) will consequently collect further personal information.

3. Personal information may also be collected from the patient's guardian or responsible person (where practical and necessary), or from any other involved healthcare specialists.

Clarkson Family Practice holds all personal information securely, whether in an electronic format, in protected information systems or in hard copy format in a secured environment.

**Use and disclosure of information:**

Personal information collected will only be used for the provision of medical services and for claims and payments, unless otherwise consented to. Some disclosure may occur to third parties engaged by or for Clarkson Family Practice for business purposes, such as accreditation or for the provision of information technology services. These third parties are required to comply with this policy. Clarkson Family Practice will inform the patient where there is a statutory requirement to disclose certain personal information (for example, some diseases require mandatory reporting).

Clarkson Family Practice will **not** disclose personal information to any third party other than in the provision of medical services, without full disclosure to the patient or the recipient, the reason for the information transfer and full consent from the patient. Clarkson Family Practice will not disclose personal information to anyone outside Australia without need and without patient consent.

Exceptions to disclose without patient consent are where the information is:

- Required by law.
- Necessary to lessen or prevent a serious threat to the 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.

Clarkson Family Practice will not use any personal information in relation to direct marketing to a patient without that patient's express consent. Patients may opt-out of direct marketing at any time by notifying Clarkson Family Practice in a letter or email.

Clarkson Family Practice evaluates all unsolicited information it receives to decide if it should be kept, acted on or destroyed.

**Security of your personal information:**

Clarkson Family Practice takes reasonable steps to ensure that your personal information is safe. We retain personal information in hard copy records and electronically.

We endeavour to take all reasonable steps to:

- Protect any personal information the we hold from misuse, interference and loss, and to protect it from unauthorised access, modification or disclosure by physically and through computer security measures;
- Destroy or permanently de-identify personal information in accordance with the Privacy Act.

We maintain computer and network security to ensure that your personal information where stored electronically is accessible only to authorised personnel.

Additionally, any personal information where stored as hard copy is securely stored in areas accessible only to authorised personnel.

**Data Quality:**

Clarkson Family Practice takes reasonable steps to ensure that personal information is current, accurate, up-to-date and complete whenever we collect or use or disclose it.

Through the provision of medical services with you, we will take reasonable steps to confirm the details of your personal information we hold and ask you if there are any changes required.

The accuracy of personal information depends on the information you provide, as a result we rely on you to:

- Inform us of any errors in your personal information that you become aware of
- Update us of any changes to your personal information (i.e. Change of name or address).
- Important health information withheld for whatever reason may lead to avoidable errors in diagnosis and treatment, for which Clarkson Family Practice or its doctors cannot take responsibility

**Accessing your personal information:**

Clarkson Family Practice acknowledges patients may request access to their medical records. Patients are encouraged to make requests in writing to:

**The Practice Manager**

**1/19 Caloundra Road**

**Clarkson WA 6030**

Clarkson Family Practice will respond to any requests within a reasonable time frame.

**Complaints:**

Clarkson Family Practice takes complaints and concerns about privacy of patients' personal information seriously. Patients should express any privacy concerns in writing to:

**The Practice Manager**

**1/19 Caloundra Road**

**Clarkson WA 6030**

Clarkson Family Practice will then attempt to resolve it in accordance with its complaint resolution procedure.

**How to contact us:**

We welcome your questions and comments about privacy. If you have any queries relating to our Privacy Policy please contact:

**The Practice Manager**

**1/19 Caloundra Road**

**Clarkson WA 6030**

This Privacy Policy is current from 24/11/2014. In the event that this Privacy policy or any part thereof is amended or modified in the future, the revised version will be made available upon request.

For further information on privacy issues in Australia, please refer to website for the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) or by contacting the OAIC by email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) or by calling 1300 363 992.