



SEVEN HILLS
FAMILY DOCTORS
your health at heart

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Web: www.sevenhillsdoctors.com

Privacy Policy

Date of Policy: Current as of 19th March 2019

Our privacy policy is revised on a regular basis in line with the OAIC legislation.

Seven Hills Family Doctors is committed to ensuring your personal information is professionally managed in accordance with all Australian Privacy Principles (APPs). This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we share it with third parties.

What personal information we collect and why

When you register as a patient of our practice, your doctor and/or their support team will need to collect your personal information so they can provide you with the best possible healthcare services. We also use it for directly related business activities, such as financial claims and payments, practice audits, accreditation and normal business processes.

The personal information we collect and hold generally includes:

- Your name, address, date of birth, contact details, next of kin or emergency contact details.
- Information about your health condition, medical history, social and family history, risk factors, medications, allergies, adverse events, immunisations and treatment you may have already received.
- Medicare number or DVA number for identification and claiming purposes.

Only practice staff who need to see your personal information will have access to it. All practice staff have signed a Confidentiality Agreement as part of their Employment Contract with us.



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How we collect your personal information

Our practice will collect your personal information:

Directly and in person, over the phone, by email or by completing our hard copy forms.

When you make your appointment, our practice staff will collect your personal and demographic information via the registration form or over the telephone.

If it is not possible to collect it from you directly, we may also collect this information from:

- Your guardian or responsible person.
- Other involved healthcare providers such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services.
- Your private Health Fund, Medicare or DVA.

Who we share your personal information with and when

- Other healthcare providers
- Third parties who work with our practice for business purposes (such as IT providers and accreditation agencies)
- Statutory requirement to lawfully share certain personal information, such as mandatory notification of certain diseases.
- Court subpoenas required or authorised by law
- When necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain patient's consent
- During the course of providing medical services through Electronic Transfer of Prescriptions (eTP), or My Health Record system.



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Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

Only those people that need to access your personal information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

How we store and protect your personal information

Your personal information may be stored at our practice as paper records, electronic records, x-rays, CT scans, videos and photos.

Our practice stores all personal information securely, and has strict protocols and policies to ensure your personal information is protected from misuse, loss, interference or unauthorised access:

Electronic format is encrypted and password protected.

Hard copies are normally scanned and shredded.

All staff and contractors must sign confidentiality agreements prior to commencing work with and for our practice.

How you can access and correct your personal information at our practice

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. We will ask you at different times, to verify your information held by our practice is correct and up to date.

You have the right to access and correct personal information that we hold about you, in electronic or hard copy format.

If you wish to access or correct your personal information we request that you put it in writing and contact the Practice Manager (Irene Miano, ph: 39142188, 2/11



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The Corso Seven Hills Q 4170, Email: reception@sevenhillsdoctors.com). Your request for access and/or correction will be processed within 30 days.

While we do not charge an application or processing fee, you may be charged administration, photocopying or other fees to reasonably cover our costs in fulfilling your request.

How you can lodge a privacy related complaint and how it will be handled at our practice

If you have any concerns about your privacy or wish to make a complaint about a privacy breach, contact our Practice Manager (Irene Miano, ph: 39142188, 2/11 The Corso Seven Hills Q 4170, Email: reception@sevenhillsdoctors.com). You should provide us with sufficient details regarding your complaint together with any supporting information. We will take steps to investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of original written complaint.

If you are not satisfied with our response, you can contact us directly to discuss your further concerns, or lodge a complaint with the Australian Information Commissioner at www.oaic.gov.au or by calling 1300 363 992.

Privacy and our website

When you use our website, we use the Google Analytics service to record and log for statistical purposes the following information about your visit:

- your computer address;
- your top level domain name (for example, .com, .gov, .org, .au etc);
- the date and time of your visit;
- the pages and documents you access during your visit; and the browser you are using.

Our web-site management team use statistical data collected by Google Analytics to evaluate the effectiveness of our web-site.



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Google makes available a browser “add-on” that prevents Google Analytics from collecting information about web site visits, we suggest you refer to the instructions for installation of Google Analytics Opt-out to learn more about this.

We are, however, obliged to allow law enforcement agencies and other government agencies with relevant legal authority to inspect our web server logs, if an investigation being conducted warrants such inspection.

Cookies:

A "cookie" is a small bit of data our server sends to your browser that allows our server to identify and interact more effectively with your computer. Cookies do not identify individual users, but they do identify your ISP and your browser type.

Our website uses temporary cookies. This means that upon closing your browser, the temporary cookie assigned to you will be destroyed and no personal information is maintained which will identify you at a later date.

Personal information such as your email address is not collected unless you provide it to us. We do not disclose domain names or aggregate information to third parties other than agents who assist us with this website and who are under obligations of confidentiality. You can configure your browser to accept or reject all cookies and to notify you when a cookie is used. We suggest that you refer to your browser instructions or help screens to learn more about these functions. However, please note that if you configure your browser so as not to receive any cookies, a certain level of functionality of the Seven Hills Family Doctors website and other websites may be lost.

Links to 3rd Party websites

We may create links to third party websites. We are not responsible for the content or privacy practices employed by websites that are linked from our website.



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Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are requested or authorised by law to only deal with identified individuals.

You have the option of dealing with Seven Hills Family Doctors anonymously or by using a pseudonym; however, we note that this may limit the services that we can provide to you if it is impracticable for us to deal with you in such an unidentified manner.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our patients of these changes via our website or our handout hard copy Privacy Policy available at our practice premises.