

## **Practice Privacy Policy**

### ***Introduction***

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 may share it with third parties.

This Privacy Policy is current from 21/06/2016 and is reviewed annually. From time to time, we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

### ***Why and when your consent is necessary***

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

### ***Why do we collect, use, hold and share your personal information?***

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g., staff training).

### ***What personal information do we collect?***

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

### ***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 required or authorised by law to only deal with identified individuals.

### ***How do we collect your personal information?***

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.

2. During the course of providing medical services, we may collect further personal information. This can be through electronic transfer of prescriptions, My Health Record e.g., via a Shared Health Summary or Event Summary.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include 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 health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

### ***When, why and with whom do we share your personal information?***

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g., court subpoenas)
- when it is 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 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
- when there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g., via Shared Health Summary, Event Summary).

Only people who need to access your 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.

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.

### ***How do we store and protect your personal information?***

Your personal information may be stored at our practice in various forms, we use clinical software to store everything electronically and our practice stores all personal information securely.

### **Email and eFax Disclaimer**

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail or fax. Please notify the sender immediately if you have received this by mistake and delete or destroy it. E-mail or eFax transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail or eFax transmission. If verification is required, please request a hard-copy version.

### **Contact**

Please direct any queries, complaints, requests for access to medical records to:

Karen Clarke, Practice Manager

Email – [manager@lkgp.com.au](mailto:manager@lkgp.com.au)

Fax – 07 5493 3888

Post – Unit 7, 5 Innovation Parkway, Birtinya, QLD 4575

| Version No. | Date       | Reason for update   |
|-------------|------------|---|
| 2           | 21/06/2016 | To include My Health Record due to its recent implementation.   |
| 3           | 14/02/2017 | To include our email disclaimer, due to the recent implementation of eFax and subsequent removal of the actual disclaimer from all company auto signatures. |
| 4           | 08/08/2018 | Policy reviewed and updated in accordance with the RACGP Privacy Policy Template  |
| 5           | 04/11/2020 | Change of Practice Manager  |
| 6           | 20/06/2021 | Change of Practice Manager  |
| 7           | 28/03/2022 | Review  |

### **Approval**

| Name            | Title            | Signature | Date      |
|-----------------|------------------|-----------|-----------|
| Laura Wilkinson | Practice Manager |           | 21/6/16   |
| Laura Wilkinson | Practice Manager |           | 14/02/17  |
| Laura Wilkinson | Practice Manager |           | 08/08/18  |
| Alison Hubner   | Practice Manager |           | 4/11/2020 |

| Name         | Title            | Signature | Date.      |
|--------------|------------------|-----------|------------|
| Karen Clarke | Practice Manager |           | 20/06/2021 |
| Karen Clarke | Practice Manager |           | 28/03/2022 |