



BEENLEIGH<sup>Rd.</sup>  
MEDICAL CENTRE

BRIGHTON VILLAGE  
MEDICAL CENTRE

GUMDALE  
MEDICAL CENTRE

STAFFORD CITY  
DOCTORS

## PRIVACY POLICY

(Including the collection of personal information)

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy outlines how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

### Collection

We collect information that is necessary and relevant to provide you with health care and treatment, as well as manage our medical practice. This information may include, but is not limited to, your name, address, date of birth, gender, health information, family history, and contact details (including next of kin and emergency contacts). This information is stored on our medical software electronically and/or in hand written medical records. Wherever practicable we will only collect information from you personally, however, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals and other health care providers. Both our medical and non-medical staff collect information in various ways, such as over the phone or in writing, or in person in our practice rooms. In emergency situations we may also need to collect information from your relatives or friends. We are required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

### Use and Disclosure of information

Your personal information is strictly private and confidential, and is treated as such. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood test results to your specialist or requests for x-rays. If third parties such as insurers request your information we will never send your information without an up to date signed release from you to do so.

There are, however, circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors,

government regulatory bodies, tribunals, courts of law, or hospitals. We may also from time to time provide de-identified statistical data to third parties for research purposes.

### Follow up and Health alerts

As part of our commitment to ensuring your health checks are up to date, and as required by health boards, we use your contact information to advise you of preventative health care options, as well as for recalls and reminders on significant tests. This information may be sent personally, or through bulk information/notification means.

### Data Quality and Security

We take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. Our staff will ask you to confirm that your contact details are correct every time you attend a consultation. Additionally, we ask that you let us know if any of the information we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

- ❖ securing our premises as well as providing limited physical access to visual information
- ❖ placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure
- ❖ storing paper files in area not accessible to unauthorized personnel.

### Corrections

If you believe that the information we have about you is not accurate, complete or up-to-date, we ask that you discuss with your doctor or contact us in writing.

### Access

You are entitled to request access to your medical records, and we recommend you make an appointment with your doctor. Staff are unable to release any documents directly to patients. The *Right to Information Act 2009* (Qld) (RTI Act) and *Information Privacy Act 2009* (Qld)(IP Act) allows us to refuse access to healthcare information if providing the information if disclosure may cause a serious threat to yours or someone else's health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

### Complaints

If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner  
<https://www.oic.qld.gov.au/>