

# Marsden Clinic 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.

## 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 (eg staff training).

## What personal information do we collect?

The information we will collect about you includes your:

- Names, date of birth, addresses, contact details, next of kin and emergency contact details, ethnicity, language preference, country of birth
- Your profession, occupation or job title
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number, Department of Veteran Affairs file number, Pension/concession customer reference number 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 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.
3. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record eg. via Shared Health Summary, Event Summary.
4. We may collect your personal information when you telephone us or email us.
5. 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:
  - a) Your guardian or responsible person
  - b) Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, pathology and diagnostic imaging services.
  - c) Your health fund, Medicare, or the Department of Veteran 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
- Other healthcare providers
- When it is required by law (eg 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

- Where there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- During the course of providing medical services through eTP, My Health Record (eg 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 is 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 not 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 eg. electronic records, paper records, visual records (Xrays, CT scans, photos).

Our practice stores all personal information securely.

Electronic records are protected on a secure computer system that is password protected. Paper records are stored in a secure environment.

You have the right to request access to, and correction of your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this in writing and our practice will respond within a reasonable time, generally within 14 days.

## How can you access and correct your personal information?

You may request access to any personal information we hold about you at any time by contacting us. We may charge you a fee to cover our administrative and other reasonable costs in providing the information to you and, if so, you will be advised of fee charges. We will not charge for making any corrections to your personal information.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by the practice is current and correct. You may also request that we correct or update your information, and you should make such requests in writing to Marsden Clinic.

## Links

Our websites may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

## Email

Email is not a secure form of transmission  
Communication via email does not ensure your privacy and confidentiality.  
The use of unencrypted and unsecured email can create risks to the privacy and security of personal and sensitive health information.  
Our practice does not encourage unencrypted email that can create the risk your health information may be intercepted during transmission, and easily be read by an unintended recipient.

Our practice sends and receives correspondence and reports to and from our clinical desktop system to other healthcare providers through the use of conformant secure messaging software.

## Privacy and our website

Our practice website has security measures in place, however it is a public network domain. We do not apply tracking cookies to our website. It is your responsibility and risk to ensure you have adequate precautions in place to minimise any risk of infections and viruses to computers, internet capable devices and software.

## How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please address all complaints to your GP or the Practice Manager at Marsden Clinic

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

You may also contact the QLD Health Quality & Complaints Commission: GPO Box 13281 George Street, Brisbane, 4001 Phone: 133646 Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

Medical Registration Board or the AMA.

## Policy review statement

This policy will be reviewed regularly to ensure it reflects the current processes and procedures of Marsden Clinic and current legislation requirements.