

Talunga Clinic Privacy Policy

Updated May 2022

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 Talunga Clinic, 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 Talunga Clinic, 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?

Talunga Clinic 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 such as 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?

Talunga Clinic 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.

Information can also be collected through electronic transfer of prescriptions (eTP), and My Health Record, eg via Shared Health Summary and 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 or communicate with us using social media.
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 Australian Privacy Principles (APPs) and this policy
- with other healthcare providers
- when it is required or authorised 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
- when 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, Talunga Clinic 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.

Talunga Clinic 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.

Talunga Clinic may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at Talunga Clinic in various forms including paper records, electronic records, visual records such as X-rays, CT scans, videos and photos, and audio recordings.

Talunga Clinic stores all personal information securely. Electronic records are held in password protected information systems while other records are kept in secure cabinets. All staff also sign confidentiality agreements prior to accessing any patient information.

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

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

Talunga Clinic acknowledges patients may request access to their medical records. We require you to put this request in writing, either via a letter or email, and we will respond within 30 days of receiving this request.

A charge of \$25.00 may apply to help cover the cost of completing larger information requests

Talunga Clinic 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 our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to

The Practice Manager Talunga Clinic
Hospital Road,
MOUNT PLEASANT SA 5235

or via email at admin@talungaclinik.com.au

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. We will endeavor to resolve such complaints within 30 day of receipt.

Complaints can be sent to

The Practice Manager Talunga Clinic
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MOUNT PLEASANT SA 5235

or via email at admin@talungaclinik.com.au

You may also contact the Office of the Australian Information Commissioner (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 or call the OAIC on 1300 363 992.

Privacy and our website

You may visit our website www.talungaclinik.com.au without identifying yourself. If you identify yourself (for example by providing your contact details in an enquiry), any personal information you provide will be managed in accordance with this Privacy Policy.

Our website uses cookies. A 'cookie' is a small file stored on your computer's browser, which assists in managing customised settings of the website and delivering content. We collect certain information such as your device type, browser type, IP address, pages you accessed on our website and on third party websites. You are not identifiable from such information. Talunga Clinic uses third-party services (such as Google Analytics) to undertake demographic analysis of visitors to our website. From time to time we may contact you for feedback and also for the purpose of reminding you of required appointments e.g. annual check-ups.

You may refuse to accept cookies by selecting the appropriate setting on your browser but if you do this you may not be able to use the full functionality of our website.

Users of our website are encouraged against sending personal information via the internet.

For your convenience and to improve the usage of the website and services, we may insert links to third-party websites, applications or resources, for which this Privacy Policy does not apply.

Talunga Clinic is not responsible for those third party websites, applications or resources. If you access such websites, applications or resources, you do so at your

own risk and we make no representations or warranties regarding third parties' privacy practices. We encourage you to read the privacy statements/policies of every website, application or resource you use.

When we do link to a third party website, application or resource, this does not automatically imply that Talunga Clinic endorses that website, application, resource and their contents.

Our Privacy Policy does not cover the use of cookies by any third parties.

Policy review statement

This privacy policy will be reviewed regularly to ensure it reflects the current processes and procedures of Talunga Clinic as well as current legislative and best practice requirements.