

Willetton Podiatry recognises your right to privacy and is committed to ensuring your personal information is professionally managed in accordance with the Privacy Act 1988 (Privacy Act).

Our Privacy Policy *(current as of April 2019)*

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.

Definitions

- *Personal information* means information or opinions about a person from which that person is reasonably identifiable. Personal information may include sensitive information such as information about a person's health.
- *Health information* means information or opinions about a person's health. It includes information collected in connection with the delivery of health services.

Collection: *what personal information we collect and why*

The personal information we collect and hold includes that which you provide on your New Patient form as well as any information provided by you or from third parties throughout the course of your care.

This information may include:

- Your name, address, date of birth, contact details, occupation.
- Your General Practitioner and/or referring doctor, as applicable.
- Information about your health condition, medical history, medications and allergies.
- Medicare number or DVA number for identification and claiming purposes only.
- Private health fund details.
- Imaging reports and, where relevant, photos.
- Additional information provided to us by you or referring practitioner as applicable.

Only practice staff who need to see your personal information will have access to it.

When you attend as a patient of our practice, we collect personal information as necessary for provision of the best possible healthcare service. It is used for directly related business activities, such as financial claims and payments, practice audits, accreditation and normal business processes.

You may receive communications from us for purposes including, but not limited to, appointment reminders, responding to queries, provision of accounts and marketing.

Disclosure: *who we share your personal information with and when*

Your personal information will only be disclosed in accordance with the Privacy Act.

It may be disclosed:

- for the purposes and uses it was collected, for which we have advised, and for related purposes you would reasonably expect,
- where we have consent from you to disclose the information,
- as required by law, or
- under other circumstances where permitted under the Act.

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.

Storage: *how we store and protect your personal information*

Your personal information may be stored at our practice in the form of paper and/ or electronic records. Where your information is kept online via our software provider the data is encrypted, stored in state-of-the-art facilities with restricted access. Our software provider regularly reviews their technology to maintain security and does not review, share, distribute, or reference any customer data.

Accuracy and Access: *how you can correct and access your personal information at our practice*

Our practice will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. We will ask you at different times to verify your information held by our practice is correct and up to date.

If you wish to access your personal information so please do so in writing to the attention of the Practice Manager at willetttonpodiatry@gmail.com. Willettton Podiatry may deny access to information in accordance with the exemptions contained in the Act.

Contacting us: *how to raise a privacy related concern*

If you have any questions or concerns about your privacy please contact our Practice Manager by calling the practice on 9310 5358 or emailing willetttonpodiatry@gmail.com. Please provide us with sufficient details regarding your concern together with any supporting information.

Availability and Review: *how you can access the policy and ensure it is accurate*

This policy is freely available to you on request at the clinic.

We may review and change this policy from time to time to ensure it is in accordance with current practice procedures and legal requirements.