



# Grace Family Practice & Skin Care

611 Bargara Road, Bargara Qld 4670  
Ph: 07 4130 5607 Fax: 07 4130 5591  
office@gracemedical.net.au

## 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 that 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 person 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:

- When you make your first appointment, our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information. Information may also be collected through My Health Record and the transferred records from previous practices.
- When you visit our website, send us an email, SMS or telephone us.

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.



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- 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) released by the Office of Australian Information Commissioner (OAIC) 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, 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?

Our practice stores all personal information securely in electronic format (Best Practice). All computers used to store personal information are password protected. A Back up computer, located offsite is also password protected and secured in a locked cabinet. Documents and correspondence are scanned into electronic records, originals are then securely shredded. Our staff all sign confidentiality statements to maintain the privacy and non-disclosure of all patient information, which is legally binding even after they cease employment with the practice.

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



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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 request in writing and our practice will respond within 30 days. There will be a charge (TBA) to print or transfer your files to cover the cost of printing and administration. The records will not be sent by email or other non-secure media. It can be posted or faxed to the contact details you provide in the written request. Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. We will ask you regularly, 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; such requests should be made in writing to the Practice Manager.

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.

Our contact details are:

**Practice Manager, Grace Family Practice & Skin Care, 611 Bargara Road, Bargara, QLD 4670**

**Tel: 07 4130 5607, Fax: 07 4130 5591, E-mail: office@gracemedical.net.au**

We will respond within 30 days in writing.

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: [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 336 002.

## Privacy and our website

Cookies are pieces of information that a website transfers to your computer's hard disk for record-keeping purposes, website usage statistics or to provide enhanced functionality on the site. Our cookies may do some or all of these depending on the page and its functionality.

Generally, the information obtained by cookies is de-identified and does not constitute personal information but may include the IP address of your computer. We may use this information for additional functionality or to analyse usage patterns.

You are ultimately in control of your browser's dealings with cookies. Most browsers are by default set to accept cookies but have the capacity to block or delete them. If you do not wish to receive any cookies you should set your browser to refuse cookies. In some instances, this may mean you will not be able to take full advantage of parts of Grace Family Practice & Skin Care website.

## E-Mail safety

We do not use encrypted email and cannot guarantee confidentiality of information sent by email. You are welcome to email your enquiries, suggestions or concerns, to improve our services. Emails are checked by 'non-medical' staff daily. We will try to reply to your enquiries as early as possible, however, patients should not use email for any urgent enquiries. No medical advice will be given through email due to confidentiality reasons.