

KENSURG PTY LTD T/A KENMORE CLINICS

Privacy Policy

Purpose of this policy

Kenmore Clinics is committed to ensuring your personal information is professionally managed in accordance with all Australian Privacy Principles (APPs). 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 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 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, accreditation and normal business processes (eg staff training)

What personal information do we collect?

The information we will collect and hold 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 or DVA number for identification and claiming purposes
- Healthcare identifiers
- Private 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 requested or authorized by law to only deal with identified individuals.

How 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 can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary.
- We may also collect your personal information directly and in person, when you visit our website, send us an email or SMS, telephone us, make an online appointment, communicate with us using social media or by completing our online or hard copy forms.

If it is not possible to collect it from you directly, we may also collect this 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 Private Health Fund, Medicare or DVA.

Who we share your personal information with and when

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
- 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).

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 are 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.

Our practice 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 we store and protect your personal information

Your personal information may be stored at our practice as paper records, electronic records, audio recordings, x-rays, CT scans, videos and photos.

Our practice stores all personal information securely, and has strict protocols and policies to ensure your personal information is protected from misuse, loss, interference or unauthorised access:

- Electronic format is encrypted and password protected
- Hard copy records and information is stored in secure locked cabinets
- All staff and contractors must sign confidentiality agreements prior to commencing work with and for our practice.

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

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 at different times, to verify your information held by our practice is correct and up to date.

You have the right to access and correct personal information that we hold about you, in electronic or hard copy format.

If you wish to access or correct your personal information we request that you put it in writing and contact the Practice Manager. Your request for access and/or correction will be processed within 30 days.

While we do not charge an application or processing fee, you may be charged administration, photocopying or other fees to reasonably cover our costs in fulfilling your request.

How you can lodge a privacy related complaint and how it will be handled at our practice.

If you have any concerns about your privacy or wish to make a complaint about a privacy breach, contact our Practice Manager. You should express any concerns you might have in writing. You should provide us with sufficient details regarding your complaint together with any supporting

information. We will take steps to investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of original written complaint.

Email: admin@kenmoreclinics.com.au

Address: 3/2081 Moggill Road, Kenmore, QLD, 4069

If you are not satisfied with our response, you can contact us directly to discuss your further concerns, or lodge a complaint with the Australian Information Commissioner at www.oiac.gov.au or by calling 1300 363 992.

Policy review statement

This privacy policy will be reviewed yearly to ensure it is in accordance with any changes that may occur. We will notify our patients of these changes via our website and handout hard copy Privacy Policy available at our practice premises.

Date: 9 March 2023

Next review: 9 March 2024