



- 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
- When there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification to the Public Health Unit)
- During the course of providing medical services through eTP, My health Record (eg via Shared Health Summaries)

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 and services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

#### **How do we store and protect your personal information?**

Your personal information may be stored at our practice in various forms – as paper records, electronic records or visual forms (x-rays, CT scans, photos).

- Paper records are stored in a securely locked office.
- Old paper records (those older than 7 years) and any identifiable paperwork is disposed of via our contracted Secure document destruction company.
- Electronic records are password protected.

All staff and contractors sign a confidentiality agreement prior to commencing work in the practice.

Any electronically transmitted information is transmitted via secure platforms such as Argus, HealthLink and Medical Objects. Only relevant medical information is included in our referral letters.

Email communication is not our preferred way of communication as a security of transmission cannot be guaranteed.

#### **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.

Our practice acknowledges patients may want to request access to their medical records. We require you to put this request in writing addressed to Dr Eve Tsironis (our Practice Principle). Please allow 30 days for response to this request and be advised that you may be charged for any external costs that may arise from this request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date and request that you keep us up to date of any changes to your address, name or personal circumstances to ensure that the information we hold is correct and current.

#### **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 very seriously. You should express any privacy concerns you may have to us in writing either via a feedback form (located at reception) or via direct written communication with Dr Eve Tsironis our practice principle. Please ensure that you provide an up to date mailing address or telephone number for return communications and allow up to 30 days for a response.

Additional information regarding the complaints process can be found on our practice Information sheet or website.