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Ultra Mobile Radiology Patient Privacy Policy - January 2025 - V1.2

Ultra Mobile Radiology is committed to complying with the Privacy Act 1988 (Cth) ("Privacy Act") and protecting the privacy of our patients and visitors to our website through explaining our practices, only collecting, using or disclosing information as outlined, as is necessary for health purposes, or with consent, and resolving any privacy-related problems as quickly as possible. Where there is a conflict between this Privacy Policy and the Privacy Act, the requirements of the Privacy Act will override this Policy.

Why we collect and hold your personal information

Ultra Mobile Radiology collects and retains personal information (including sensitive health information) regarding patients to enable us to provide quality diagnostic services and assist in the provision of medical care. Generally, we collect personal information directly from you (and if you are a visitor to the website this is the only way we will collect personal information from you, as the website does not use cookies), however, if you are a patient we may also collect information about you from third parties, including from your referring Health Professional and/or other Medical Specialist.

The kinds of personal information we collect and hold

The main categories of personal information collected and held by Ultra Mobile Radiology regarding patients include:

- name;
- address;
- phone number(s);
- date of birth; and
- gender.

Ultra Mobile Radiology also collects sensitive health information in the course of providing health services to an individual including:

- the results of any relevant radiology tests or procedures;
- information about your past clinical history (eg previous radiology results, etc);
- information provided by your referring Health Professional and/or Medical Specialist;
- information provided by third parties (such as an authorised representative), or other Allied Health Professionals (such as physiotherapists, chiropractors, osteopaths, podiatrists, dentists, nurses, etc);
- payment and administrative details (such as your Medicare Card etc)
- Or information collected directly from you (including verbally) when we are booking your procedure.

If you choose not to provide your personal (including sensitive health) information to Ultra Mobile Radiology, we may be unable to provide you with the services you request.

For visitors to our website, the only personal information we collect is the information you tell us about yourself, if any. We use statistical software to capture information on the activity of the website in non-personal form. The information collected records statistical measures such as the number of users who use the website, the geographical area in which a user is located and the identity of their service provider. Our website software does not identify the user of the website.

How we use your personal information

If you are a patient, Ultra Mobile Radiology may use your personal (including sensitive health) information for the purpose of:

- providing a specialist medical report about your health to your referring Health Professional and/or Medical Specialist or
- third parties (as described above);
- providing your treatment and ongoing health care (unless you have notified us otherwise);
- Medicare billing and collection of any outstanding debts;
- Emailing Aged Care Staff regarding our site attendance;
- notifying relevant organisations (such as insurance companies and/or legal advisors) of an incident/accident when a claim of medical malpractice has been alleged;
- ongoing research of specific cases for opinion and education of professional personnel, and research projects with appropriate ethics approvals;
- quality assurance activities, audit, practice accreditation,
- analysis, marketing promotions and complaint handling; and/or
- responding to messages/enquiries you submit through our websites.

If you are a visitor to our website, we will only use your personal information supplied through the website (including your email address) for the purpose for which you have provided it, unless you have consented otherwise or we are required to do so by the law. We will retain your information for as long as we consider reasonably necessary, at which time it will be destroyed.

Disclosure of your personal information

Ultra Mobile Radiology does not sell or disclose personal (including sensitive health) information about our patients to drug companies or other health organisations/persons who are not involved in your medical care.

Ultra Mobile Radiology may sometimes need to use and disclose personal (including sensitive health) information about you where it is reasonably necessary in the context of your treatment to organisations outside of Ultra Mobile Radiology for medical, ethical, insurance, legal, scientific and/or procedural reasons. These organisations may include:

- your referring Health Professional, nominees of your referring Health Professional (for example employees and other Health Professionals in your referring Health Professional's clinic) and any 'copied to' Health Professional;
- consultant Medical Specialists or other registered Health Professionals who are involved in your ongoing health care outside of Ultra Mobile Radiology and who have been requested to provide further advice on your medical condition or to assist in responding to enquiries submitted through our websites;
- hospital medical staff;
- registered Health Professionals granted access to Ultra Mobile Radiology's secure web-based password-protected Portal (see below);
- local contractors whom we have partnered with, under strict privacy requirements including those that relate to cross-border disclosure, to provide services to our business operations. We will not store or send your personal information outside Australia;
- researchers undertaking research projects with appropriate ethics approvals, with such disclosure being under strict privacy requirements including a requirement that any disclosed information be de-identified if it is to be used in the project;
- your representative(s) (eg your guardian, carer, a translator/intermediary and/or authorised representative (such as a family member or legal advisor);
- health services or enforcement bodies in situations where Ultra Mobile Radiology is informed there is a serious and imminent threat to your life, health or safety;
- insurers (such as Medicare, Workers Compensation insurer, Motor Accident insurer or your private health fund) for the purpose of benefits payable;
- our professional advisors (such as auditors and legal advisors);
- government and regulatory authorities and other organisations, as required or authorised by law; and/or Ultra Mobile Radiology's associated entities (as that term is defined in the Corporations Act 2001 (Cth)) within our group structure.

Please note that if you do not agree to the disclosure of your personal information to some or all of the above-described recipients, we may not be able to provide services to you.

You can contact the director of Ultra Mobile Radiology if you have any questions around the disclosure of your personal information, including disclosure to researchers.

Accuracy of your personal information

Ultra Mobile Radiology endeavours to ensure that the personal (including sensitive) information we collect, use and disclose is accurate, up-to-date and complete. The accuracy and completeness of that information depends on the information our GP's and Aged Care partners provide to us (including when these details are provided to us with information via the internet). We recommend that all parties inform Ultra Mobile Radiology if there are any errors in the information we hold; and inform us of any changes to your information (such as your name, address or Medicare number).

Access to and correction of your information

The best way to obtain your results is in consultation with your attending GP or Health Professional, so that your referring Health Professional can interpret the results and explain them to you in the context of your health care. Your imaging findings are only one aspect of your health assessment.

Your referring Health Professional is in the best position to discuss the imaging results and balance it with your other examination findings and other health test results.

You may request access to personal information we hold about you. In some instances, charges may apply for the reproduction of results or images (if available). We will inform you of any costs before they are incurred. In some circumstances your request may be denied for specific legal reasons as set out in the Privacy Act, including if the request is vexatious or if a criminal investigation is under way.

You may also request that we correct the personal information we hold about you if you consider it to be inaccurate, out-of-date, incomplete, irrelevant or misleading.

You may request access to, and/or correction of, your personal information by contacting Ultra Mobile Radiology via email.

If your access or correction request is denied, a reason will be given to you and we will inform you of the mechanisms available to complain about the refusal. In order to maintain the security of your personal information, two (2) forms of identification (such as a driver's licence, and evidence of home address, such as from a utilities or council rates bill) will generally be required before copies of information will be supplied.

Data security

Though we cannot ensure the security of any internet transmissions (meaning that you, or Aged Care Facility staff, transmit information to us over the internet at your own risk), all reasonable steps are taken to protect your personal information (including sensitive health information) held by Ultra Mobile Radiology from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Records are held securely for future retrieval in accordance with applicable regulatory and legislative requirements and good business practice. If information is no longer needed, Ultra Mobile Radiology will take reasonable steps in the circumstances to destroy the information or will ensure that the information is de-identified.

Our approach to privacy

Ultra Mobile Radiology will protect your privacy by:

- only obtaining information about your health, as necessary for health purposes, in accordance with this Privacy Policy or with your consent;
- keeping your health information secure;

- giving you reasonable access to the information we have concerning you;
- not disclosing this information outside the organisation or to those third parties described in this Privacy Policy without your consent;
- allowing you to withdraw your consent at any stage, in its entirety or in respect of some activities described in this Privacy Policy only;
- providing you with a simple complaints mechanism for complaints relating to privacy issues; ensuring a process for working with the Office of the Australian Information Commissioner to resolve any complaints that cannot be resolved directly with you;
- providing written procedures and instructions for all staff to ensure that privacy sensitive processes are adhered to; ensuring Ultra Mobile Radiology's external contractors, to whom information is made available, comply with the Privacy Act and other relevant laws; and continuing to review and improve our privacy practices.

Online access by non-Ultra Mobile Radiology Health Professionals to your medical images and reports

Ultra Mobile Radiology provides a secure web-based password-protected Portal for referring Health Professionals, Aged Care and hospital medical staff to access patients' images and reports.

Your personal (including sensitive health) information (such as images and reports) may be made available through this portal. Users of this service are subject to an obligation to collect health information with your consent and, in many cases, are bound by codes of practice relevant to their profession.

Health Professionals may apply to Ultra Mobile Radiology for a username and password in order to access this service. Before a Health Professional is granted online access, they must accept the terms set out in a User Access Agreement stating that the information is required in order to provide a medical service and that it will not otherwise be used or knowingly shared or disclosed.

Our systems trace, record and store indefinitely all access activity on every patient file.

Your personal (including sensitive health) information will be accessible online, via the Referrer Portal, to your referring Health Professional, who Jones Radiology records show is involved in your care (for example, your family doctor or specialist). With your express consent, or the express consent of another person acting for you, or in situations where Ultra Mobile Radiology is informed that there is a serious and imminent threat to your life, health or safety, we may also provide access to other Health Professionals.

Complaints

You can complain about how we have treated your personal information or privacy generally. Please send your complaint to the Ultra Mobile Radiology Director at the address below. The complaint will be investigated and a response will be sent to you as quickly as possible. We will endeavour to respond to you within 14 days of receipt of the complaint.

If you are dissatisfied with the response, you can refer the matter to the Office of the Australian Information Commissioner.

Contact Address:
Att Leigh Bauer-Nason
PO Box 220
Bridgewater SA 5155

Email: leigh@ultramobileradiology.com.au. Ph. 0438 787 483