



P.O. Box 54
Suite 2.11, Level 2
420-440 Craigieburn Rd
CRAIGIEBURN 3064
Ph: 7379 4261
Fax: 92190231
SMS Appointments: 0480170661

This policy covers 2 key areas in relation to privacy.

Privacy in relation to using this website

and

Privacy in relation to Health Services Provided by Leanne Boase Consulting t/a Craigieburn Specialist Consulting Suites

Australian Privacy Principles

In March 2014, privacy law reforms introduced the Australian Privacy Principles (APPs) into the Privacy Act 1988. The APPs regulate the handling of personal information by both Australian government agencies and some private sector organisations. The reforms compliment the culture of confidentiality that exists in general practice and within the health professions.

The Australian Privacy Principle Guidelines published by the Office of the Australian Information Commissioner. The Guidelines are available at [Australian Privacy Principles - Home \(oaic.gov.au\)](http://australianprivacyprinciples.gov.au)

Privacy

Leanne Boase Consulting complies with Australian and Victorian privacy laws and guidelines. Leanne Boase Consulting treats information collected by it as confidential. This policy relates to Leanne Boase Consulting, and is applicable to Leanne Boase as a sole trader and Registered Health Professional, although throughout this policy, Leanne Boase and Leanne Boase Consulting may be referred to as 'the practice', 'us', or 'we', to allow for additional administrative staff or Registered Health Professionals directly engaged by Leanne Boase Consulting to be included, as may be required. Generally, this does not include the practice of sub tenants sharing rooms at Craigieburn Specialist Consulting Suites, except in relation to booking of appointments and where any records are shared with us.

Leanne Boase Consulting - Privacy Policy

Current as of: 29th August 2022

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 this practice, you provide consent for our Nurse Practitioners and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who 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?

We 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 personal information do we collect?

The information we will collect about you includes:

- 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. (See Australian Privacy Principle 2)

How do we collect your personal information?

Our practice will collect your personal information:

1. When you attend your first appointment our practice staff will collect your personal and demographic information via your registration. You will be asked if you consent to this information being collected.
2. During the course of providing medical/health services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. 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
- 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 Veteran's Affairs (as necessary).

Who do we share your personal information with?

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 (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 Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (e.g. via Shared Health Summary, Event Summary).

Only people that 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.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. These include electronic records and paper records.

Our practice stores all personal information securely. Information is stored on a password-protected computer, using Software (Best Practice Software) that requires an additional password to access, and backed up on a password protected external hard drive. Any paper records are kept securely in a locked cabinet, and usually shredded once scanned into the electronic record.

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 request access to their medical records. We require you to put this request in writing to us, and our practice will respond within 30 days. Reasonable costs of copying and postage may be passed on to you.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. From time-to-time, we will ask you to verify your personal information held by our practice is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing to reception@craigieburnspecialists.com.au, or Leanne Boase Consulting at Suite 2.11, Level 2, 420-440 Craigieburn Road, Craigieburn VIC 3064.

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. Complaints can be sent to reception@craigieburnspecialists.com.au, or Leanne Boase Consulting at Suite 2.11, Level 2, 420-440 Craigieburn Road, Craigieburn VIC 3064, or by telephone on (03)73794261. A response will be provided within 30 days.

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 visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Privacy and our website

Terms, conditions and protection of your privacy when using this web-site
This Privacy Policy governs the manner in which Leanne Boase Consulting collects, uses, maintains and discloses information from users of the www.craigieburnspecialists.com.au website (Site). This privacy policy applies to the Site and all services offered by Leanne Boase Consulting.

We respect your privacy

Leanne Boase Consulting respects your right to privacy and this policy sets out how we collect and treat your personal information which is the information we hold which about you.

Personal information

We may collect personal identification information (e.g. email address, name, phone number) from you in a variety of ways including:

- when you visit our website;
- fill out a contact form;
- contact us in person or via telephone and
- when you engage with us in connection with other activities such as service provision and other features or resources

We will collect personal identification information from you only if you **voluntarily** submit such information to us. You may always refuse to supply personal identification information but this may prevent you from engaging in certain Site related activities such as receiving feedback to an enquiry.

Information we may collect:

- Your full name
- Your address and contact details such as email address, home, fax, mobile phone number and your preferences as to whether we may contact you on those numbers
- Demographic information such as your language preferences
- Health information
- Information about which of our services you use
- Information about what enquiries you have made
- Communications between you and Leanne Boase Consulting (or with your authorised representatives such as a carer, parent or guardian)

Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

How we use collected information

Leanne Boase Consulting collects and uses Users personal information for the following purposes:

- *To improve customer service*
Your information helps us to more effectively respond to your customer service and requests and support needs.
- *To personalise or improve user experience*
We may use de-identified information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- *To improve our Site*
We continually strive to improve our website offerings based on the information and feedback we receive from you.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information that you have provided to us. We do not disclose your personal information to any overseas entities or other third parties unless you specifically authorise us to do so.

Changes to this privacy policy

Leanne Boase Consulting has the discretion to update this privacy policy at any time. When we do, we revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You

acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service (this document). If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

If you have any questions about this Policy, the practices of this site, or your dealings with this site, please contact us.

Policy review statement

This privacy policy will be reviewed regularly, and if changes are necessary, notification of updates will be placed on the website banner, under the link to the privacy document link.