



Kaleeya Health

Unit 75, 27 Pearson Drive, Success WA 6164

Ph : 1300 155 674 • Fax: 08 7223 2016

Healthlink : Kaleeyah • Email : admin@kaleeyahealth.com

Kaleeya Health Privacy Policy

Current as of: 26 September 2018

Responsible Officer: Practice Manager

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 health providers, medical 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?

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, business processes (eg.staff training) and medical education of health care trainees.

What personal 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, DVA, Pension or Concession card numbers, 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.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us or make an online appointment.



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- 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 Veterans' Affairs (as necessary).
 - Our practice does not participate in electronic transfer of prescriptions (eTP) or My Health Record.

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 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 electronic health records and electronic transmission of prescription to communicate with other health providers to provide health care service to you.
- 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.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms such as paper records, electronic records, visual records (X-rays, CT scans, videos and photos) and audio recordings.

Our practice holds and protects your personal information securely in electronic format and hard copy format via protected information systems with use of passwords at multiple levels.

Written and paper records are stored in secured cabinets up to 2 months. After 2 months they will be destroyed by accredited shredding company.

All staff, contractors and health care trainees sign and acknowledge a Privacy and Confidentiality Statement on their commencement with our practice.



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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 encourage you to put this request in writing and our practice will respond within a reasonable timeframe.

You will not be charged for making the request.

You will be informed at the time of request if there are fees incurred to cover time and resources to be allocated by our practice to retrieve, prepare and transfer your personal information to comply with your request.

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 that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and our practice encourage you to make such requests in writing by email to admin@kaleeyahealth.com.

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 procedures below:

Patient should submit a privacy-related complaint in writing to Practice Manager by email to manager@kaleeyahealth.com or mail to Kaleeya Health, PO BOX 152, Willetton WA 6955

The Practice Manager will confirm receipt of the complaint in writing to the patient and then conduct an investigation on: if the action(s) comply with the Privacy Policy, the key issue(s) identified, if there is a data breach and the key stakeholder(s) involved within 30 days.

As of 22 February 2018, Notifiable Data Breaches (NDB) scheme is in effect and our practice has now data breach notification and assessment obligations under the scheme.

Our Practice must notify individuals affected by a data breach that is likely to result in serious harm and to notify the Office of the Australian Information Commissioner (OAIC) if :

- There is unauthorised access to or disclosure of personal information and,
- This is likely to result in serious harm to any of the individuals to whom the information relates and,
- Our Practice is unable to prevent the likely risk of serious harm with remedial action.

If the investigation reveals that there is an issue from a practice process, the process will be reviewed and improved.

The Practice Manager will notify the patient submitting the privacy-related complaint of the outcome of the investigation.

If the patient receiving the notification is not content with the resolution, the patient 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.

Policy Review

This privacy policy is reviewed annually.