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Policy and Procedure:

Privacy Statement

PRIVACY STATEMENT

INTRODUCTION: This privacy statement 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.

CONSENT: 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.

USE: Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. In the unlikely event that we need to use your information for anything else, we will seek additional consent from you to do this.

ACCESS: Only authorized team members have access to your personal information.

DISCLOSURE: We will only ever disclose your information to healthcare professionals for the express purpose of managing your health. If a family member or a third party requests your personal information, we will not disclose this information without your written (signed) consent where possible (verbal consent if written is unavailable or impractical), unless we are required to do so by law (ie. court subpoena) or when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety, or public health or safety. We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

ANONYMITY: 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.

STORAGE: Your personal information may be stored at our practice in various forms. Most information is stored electronically. Our practice stores all personal information securely in electronic format with password and encryption protection. All staff, medical students, and contractors are required to sign a confidentiality agreement in order to work on/at the premises.

PERSONAL ACCESS: 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 complete our "Request to access records" form. Your request must be approved by your GP and there may be fees involved, of which you will be made aware of prior to access. 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.

COMPLAINTS: We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to the Practice Manager. We will then attempt to resolve it in accordance with our resolution procedure. Practice Manager: manager@banksiamedical.com.au. 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 336 002.

WEBSITE: Banksia Medical's website will only collect your contact details for use within the Practice (ie. Submitting an online script or appointment request, or submitting feedback or a query). The information collected is treated with confidentiality and privacy.

REVIEW: Banksia Medical's privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Updates of this privacy policy will be displayed in the reception area and on our website.