

## Brecken Health Care Privacy Policy

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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.

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. 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, and business processes (eg staff training).

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.

### Personal Information

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.

Our practice will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical 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).

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)

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 without your express consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

### **Access**

You are entitled to access your health records at any time convenient to you and the practice. Access can be denied where it would create a threat to life or health, there is legal impediment to access, the information relates to anticipated or actual legal proceedings and you would not be entitled to access the information of those proceedings, or in the interest of national security.

Where you dispute the accuracy of the information we have recorded, you are entitled to correct the information. It is our practice policy to take steps to record all of your corrections and place them in your file but will not erase the original record.

We ask that where possible your request be in writing, there may also be a charge for staff time and photocopying when processing your request.

### **Consent**

I have read the above and I:

- provide my consent for *Brecken Health Care* to collect use and disclose my personal information as outlined above
- understand I am entitled to access my own records except where access would be denied as outlined above
- understand I may withdraw my consent as to use and disclose my personal information (except where legal obligations must be met).

**12-16 Vasse Street, Bunbury WA 6230 | 08 97780052 |**