

Privacy Policy	
Author: Bridget Newman, Practice Manager	Date Effective: 19/10/2018
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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 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.

The practice will only interpret and apply a patient's consent for the primary purpose for which it was provided. The practice staff must seek additional consent from the patient if the personal information collected may be used for any other purpose.

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 (e.g. staff training).

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 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.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

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 Veterans' Affairs (as necessary).

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 eTP, My Health Record (eg via Shared Health Summary, Event Summary).

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.

Use and disclosure of information

Personal information will only be used for the purpose of providing medical services and for claims and payments, unless otherwise consented to. Some disclosure may occur to third parties engaged by or for the Practice business purposes, such as accreditation or the provision of information technology. These third parties are required to comply with this policy. The Practice will inform the patient where there is a statutory requirement to disclose certain personal information (for example some diseases require mandatory notification) The practice will not disclose personal information to any third party other than in the course of providing medical services, without full disclosure to the patient or the recipient, the reason for the information transfer and full consent from the patient. The Practice will not disclose personal information to anyone outside Australia without need and without patient consent.

How do we store and protect your personal information?

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

Our practice stores all personal information securely via electronic format, in protected information systems or in hard copy format in a secured environment. Provide specific examples such as your use of passwords, secure cabinets, confidentiality agreements for staff and contractors. However, you should not provide details that would jeopardise the effectiveness of your security measures.

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 via fax or email and our practice will respond within a reasonable time (2-5 business days).

If you would like your records transferred to another surgery, we advise patients to fill out a 'transfer of records for' at your doctor's surgery and be sent to us via fax, email or post. We will respond within a reasonable time (2-5 business days). A health summary will be sent free of charge to the practice and will incur a small administration fee of \$20.00 to process the request. Payments can be made in person or over the telephone. The fee encompasses all aspects of processing the request (sending via registered post, printing copies).

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 you should make such requests in writing to Bridget Newman (Practice Manager) via email: admin@lagoonmedicalcentre.com.au.

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.

Lagoon Medical Centre
281 Beeliar Hive Shopping Centre
Beeliar Drive Yangebup WA 6164
Ph: 08 6117 0480
Fax: 08 6117 0481
Email: admin@lagoonmedicalcentre.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 363 992.

Privacy and our website

It is Lagoon Medical Centre's policy to respect your privacy regarding any information we may collect while operating our website. This Privacy Policy applies to www.lagoonmedicalcentre.com.au/ (hereinafter, "us", "we", or "www.lagoonmedicalcentre.com/"). We respect your privacy and are committed to protecting personally identifiable information you may provide us through the Website. We have adopted this privacy policy ("Privacy Policy") to explain what information may be collected on our Website, how we use this information, and under what circumstances we may disclose the information to third parties. This Privacy Policy applies only to information we collect through the Website and does not apply to our collection of information from other sources.

This Privacy Policy, together with the Terms and conditions posted on our Website, set forth the general rules and policies governing your use of our Website. Depending on your activities when visiting our Website, you may be required to agree to additional terms and conditions.

Website Visitors

Like most website operators, Lagoon Medical Centre collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. Lagoon Medical Centre's purpose in collecting non-personally identifying information is to better understand how Lagoon Medical Centre's visitors use its website. From time to time, Lagoon Medical Centre may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of its website.

Lagoon Medical Centre
1/283 Beeliar Drive, Yangebup WA 6164
Phone: (08) 6117 0480 Fax: (08) 6117 0481



Lagoon Medical Centre also collects potentially personally-identifying information like Internet Protocol (IP) addresses for logged in users and for users leaving comments on <http://www.lagoonmedicalcentre.com.au> blog posts. Lagoon Medical Centre only discloses logged in user and commenter IP addresses under the same circumstances that it uses and discloses personally-identifying information as described below.

Gathering of Personally-Identifying Information

Certain visitors to Lagoon Medical Centre's websites choose to interact with Lagoon Medical Centre in ways that require Lagoon Medical Centre to gather personally-identifying information. The amount and type of information that Lagoon Medical Centre gathers depends on the nature of the interaction. For example, we ask visitors who sign up for a blog at <http://www.lagoonmedicalcentre.com.au/> to provide a username and email address.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Advertisements

Ads appearing on our website may be delivered to users by advertising partners, who may set cookies. These cookies allow the ad server to recognise your computer each time they send you an online advertisement to compile information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This Privacy Policy covers the use of cookies by Lagoon Medical Centre and does not cover the use of cookies by any advertisers.

Links to External Sites

Our Service may contain links to external sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy and terms and conditions of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites, products or services.

Aggregated Statistics

Lagoon Medical Centre may collect statistics about the behaviour of visitors to its website. Lagoon Medical Centre may display this information publicly or provide it to others. However, Lagoon Medical Centre does not disclose your personally-identifying information.

Cookies

To enrich and perfect your online experience, Lagoon Medical Centre uses "Cookies", similar technologies and services provided by others to display personalized content, appropriate advertising and store your preferences on your computer.

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Lagoon Medical Centre uses cookies to help Lagoon Medical Centre identify and track visitors, their usage of

<http://www.lagoonmedicalcentre.com.au>, and their website access preferences. Lagoon Medical Centre visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Lagoon Medical Centre's websites, with the drawback that certain features of Lagoon Medical Centre's websites may not function properly without the aid of cookies. By continuing to navigate our website without changing your cookie settings, you hereby acknowledge and agree to Lagoon Medical Centre's use of cookies.

Privacy Policy Changes

Our privacy policy is **reviewed annually** and changes are made as required.