

## PRIVACY INFORMATION

Perth Clinic respects and upholds individual's rights to privacy protection under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and is committed to compliance with the Australian Privacy Principles.

This information sheet sets out Perth Clinic's information handling practices. It does not cover personal information about our employees.

Personal information means information or an opinion, true or false and whether recorded in a material form or not, about an identified or reasonably identifiable individual.

### Overview

Perth Clinic's primary goals are to:

- Strive for excellence, providing safe and high quality services to patients, supporters, accredited practitioners, referring practitioners, potential employees and visitors.
- Meet best practice governance and business management standards.

The functions and activities we carry out to achieve these goals, and for which we collect and hold personal information, include:

- Providing health services within a coordinated and collaborative team based environment.
- Receiving and making appropriate referrals for patients and health practitioners.
- Providing accurate information regarding healthcare services.
- Meeting legislative requirements to provide information/report to external parties including health funds, Department of Health, Health and Disability Services Complaints Office and the courts.
- Internal administrative requirements.
- Processing accounts including services provided and health fund claims.

- Quality activities including benchmarking and clinical indicator reporting in a de-identified form.
- Implementation of training programs.
- Maintaining registers including accredited practitioners.
- Carrying out research, evaluation and analytic activities.

We will not use your personal information for any purpose which you would not reasonably expect unless it is consistent with the Privacy Act.

### Collection of Personal Information

Personal information may be collected in person, by phone or via surveys.

Wherever possible we will collect information from you directly and with your consent from third parties. We will only collect the information that we require to carry out our duties.

All reasonable steps will be taken to ensure the information collected is accurate, complete, relevant and up-to-date.

### Disclosure (Sharing) of Personal Information

Perth Clinic will not disclose personal information to any person except on a confidential basis to agents that are used in the ordinary operation of its business.

Personal information may be disclosed with your consent or if the circumstance meets the requirement for a general or health exemption for example to assist in locating a missing person or to maintain personal safety.

A copy of your discharge summary will be sent to your nominated General Practitioner.

## Website

Our website may contain links to other sites. We are not responsible for the privacy practices or policies of those sites and we suggest that you review their privacy policies.

## Storage and Security of Personal Information

Perth Clinic stores personal information:

- contained in paper based and other hard copy documents in dedicated secure storage areas on-site and off-site at a reputable records management and storage facility; and
- contained in databases in a secure environment; and;
- such records are only accessible by those persons who require access to the personal information for the purpose of carrying out their duties of employment.

We regularly assess the risks of misuse, interference, loss, unauthorised access, modification or disclosure of personal information and ensure that we have adequate measures, including policies, procedures and technology, to address those risks. For example, we limit staff access to personal information to that which they need to carry out their role. We conduct regular internal audits to assess whether we have adequately complied with or implemented these measures.

## Retention of Information

Perth Clinic will confidentially destroy or de-identify personal information that is no longer needed and after its legal obligations to retain the information have expired.

## Access to and the Accuracy of Personal Information

You have a right to ask for access to the personal information we hold about you. Unless there is a lawful reason not to, or an exemption applies, we will give you access to your information and will endeavour to provide a suitable range of choices as to how this may be done. A fee may apply to provide a copy of your records.

Patients may only access their information after they have been discharged from the hospital.

We will ask you to verify your identity to ensure we don't give information to the wrong person.

If we don't give you access to your personal information we will provide you with an explanation as to why.

If you believe that the personal information Perth Clinic holds about you is incorrect, incomplete or inaccurate, you may request that it be amended. It is hospital policy to take all reasonable steps to record the corrections and place them with the original record. Original records will not be erased or overwritten. If we do not amend the record we will provide you with reasons for this decision.

## Complaint Resolution Process

Should you have a question, concern or complaint regarding the way we handle your personal information, please contact our Privacy Officer on 9481 4888. We will respond to you within 7 days.

If you are unsatisfied with our response you may refer your complaint to the Office of the Information Commissioner Telephone: 1300 363 992. Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## Further information

Further information about the application of the Privacy Act can be found at the website of the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au)