

**Introduction:**

This privacy policy is to provide information to you, our patient, on how your personal information is collected, stored and used in our practice and website and the circumstances in which we may share it with third parties.

Why and when your consent is necessary?

As a patient of our practice, staff are required to view 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?

We 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.

What personal information do we collect?

- Names, date of birth, addresses, contact details, next of kin contact details
- Medical information including medical history, medications, allergies, adverse events, family history and risk factors
- Medicare number for identification and claiming purposes
- Health fund details
- Healthcare identifiers
- General practitioner and other specialists involved in your care

How do we collect your personal information?

- From the referral from your doctor/specialist
- At your first appointment, we will collect your personal and demographic information
- 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 or telephone us.
- In some circumstances personal information may 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 next of kin/guardian/responsible person
 - Other involved healthcare providers, such as specialists, allied health professionals, hospitals, pathology and diagnostic imaging services
 - Your health fund, Medicare or DVA

When, why and with whom do we share your personal information?

- With third parties who work with our practice for business purposes, such as accreditation agencies or information technology – 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 of public health and 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

Only people who are authorised and 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, we 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.

We will not use your personal information for marketing any of our goods and 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, eg paper records, electronic records, visual records (x-rays, CT scans, videos and photos).

We store all personal information securely. Electronic files are stored in information systems protected by passwords, firewalls, and physical locks and hard copy records are stored in a physical secure environment. Staff and contractors are all required to sign and comply with confidentiality agreements.

How can you access and correct your personal information at our Clinic?

You have the right to request access to, and correction of, your personal information.

We acknowledge patients may request access to their medical records. We require you to put this request in writing, addressed to the Operations Manager or your Cardiologist/Medical Specialist and we will respond within 30 days. Depending on the nature of the request a fee may be charged for this service.

We 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 current.

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. You may address any privacy concerns to:

Post: Operations Manager, 110/287 Charles Street, Launceston

Email: reception@charlesheart.care

Phone: (03) 6311 1555

Please allow 30 days to receive a response so our management team can review and respond. If we are unable to resolve complaints within 30 days of receipt, we will update you on progress within 30 days.

Privacy and our Website

Our website www.charlesheart.care is available for your convenience. You may pay invoices through the online payment portal available on the website.

We do not sell or trade your personal information. We understand the importance of your personal information and have appropriate procedures in place to safeguard and secure the information we collect to mitigate the risks of unauthorised access or disclosure, maintain data accuracy and ensure the appropriate use of information.

We take website and credit card security extremely seriously and always endeavour to provide a secure, safe platform from which to conduct online transactions. Charles Clinic stores all the personal information you provide on its secure servers. Information relating to electronic transactions entered into via this website will be protected by encryption technology.

Changes to this policy:

We may from time to time, review and update this privacy policy to take account of new laws and technology, changes to our functions and activities and to make sure it remains appropriate.