

# SA Hand Therapy Privacy Policy

Current as of: 24<sup>th</sup> January 2021

## Introduction

This privacy policy is to provide information to you, our client, 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 client of our practice, you provide consent for our Therapists 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 therapy services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your treatment. 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, social history, family history and risk factors
- Medicare number (where applicable)
- Health fund details.
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## 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 contact information.
2. During the course of your initial consultation, we will collect further personal information via your registration forms.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us 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 your GP, 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 our outsourced specialist rooms, 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 Client's life, health or safety or public health or safety, or it is impractical to obtain the Client'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)
- during the course of providing therapy services, My Health Record (eg via Shared Health Summary).

Only people who need to access your information will be able to do so. Other than in the course of providing therapy 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.

### How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms such as, paper records prior to 1<sup>st</sup> July 2019, electronic records post 1<sup>st</sup> July 2019 and visual records including X-rays, carpal tunnel Scans, photographs and Ultra sounds.

Our practice stores all personal information securely. Paper records are stored in a secured environment that is inaccessible to the public. Electronic records and visual records are stored using state of the art security measures and enterprise grade encryption. All staff and users have individual log in and passwords for security, with time out technology used on all software used. All staff, contractors and outsource staff sign confidentiality agreements.

### 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 Clients may request access to their medical records. We require you to put this request in writing and submit via email to [admin@sahandtherapy.com.au](mailto:admin@sahandtherapy.com.au) and our practice will respond within a reasonable time (30 days). Dependent on the volume of information to be copied/printed and/or posted there may be a nominal charge for doing so which we will notify you of once the request has been assessed.

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 [admin@sahandtherapy.com.au](mailto:admin@sahandtherapy.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. Please address your complaint to the Practice Manager via [practicemanager@sahandtherapy.com.au](mailto:practicemanager@sahandtherapy.com.au) or post to 638 Goodwood Road, Daw Park, SA 5041 or phone (08) 8277 9667. We aim to turnaround your complaint as per our complaint handling procedure within 30 days of receipt, you will thereby be notified in writing of our findings and/or resolution.

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](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

### Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our clients via email or post when this policy has been amended.