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PRIVACY POLICY

Current:	1 July 2023
Next Review:	1 July 2025

We are committed to protecting the privacy of patient information and handling your personal information in a responsible manner in accordance with the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

The Australian Privacy Principles (APPs) are contained in Schedule 1 of the *Privacy Act 1988* (Privacy Act) and outline how all private health service providers must handle, use and manage personal information.

- APP 1 — Open and transparent management of personal information
- APP 2 — Anonymity and pseudonymity
- APP 3 — Collection of solicited personal information
- APP 4 — Dealing with unsolicited personal information
- APP 5 — Notification of the collection of personal information
- APP 6 — Use or disclosure of personal information
- APP 7 — Direct marketing
- APP 8 — Cross-border disclosure of personal information
- APP 9 — Adoption, use or disclosure of government-related identifiers
- APP 10 — Quality of personal information
- APP 11 — Security of personal information
- APP 12 — Access to personal information
- APP 13 — Correction of personal information

In the interest of providing the highest quality and continuity of health care, our practice has developed a privacy policy in compliance with the privacy legislation.

Introduction

This privacy policy is applicable to both our Northern Territory and South Australian Practices and aims 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.

If the policy indicates a request should be made in writing, please address to the Practice Manager or the Provider concerned at either;

Suite 19 Tennyson Centre, 520 South Road, Kurralta Park, SA 5037
or via email admin@urologicalsolutions.com.au

or

Suite 5 Darwin Private Hospital, Rocklands Drive, Tiwi NT 0810
or via email admin@darwinurology.com.au

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our doctors and practice staff to access and use your personal information so they can provide you with quality healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for instances other than those outlined in this policy, your additional consent will be requested.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide quality healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your healthcare. We also use it for directly related business activities, such as financial claims and payments, practice audits and business processes (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes:

- names, date of birth, addresses, contact details, next of kin and emergency contact/s
- medical information, including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number 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.

We provide Feedback_Compliment_Complaint Forms for you to comment, with the option of identifying yourself. These forms are located within our Waiting Room, and completed forms can be placed in the receptacle provided or handed to staff, depending on your identification requirements. A separate Practice policy is held on how we manage Feedback, Compliments or Complaints.

How do we collect your personal information?

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. e.g. via Shared Health Summary, Event Summary.
3. We may also collect your personal information when you send us an email, SMS or telephone us.

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 Private Health Fund, Medicare, or the Department of Veteran's Affairs (as necessary).

Who do we share your personal information with?

Your personal information is sometimes shared:

- 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 a confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification)
- with third parties who work with our practice, such as technology providers. These third parties are required to comply with the APPs and this policy.
- for practice audits and staff training
- through My Health Record during the course of providing medical services

Only people who need to access your information can do so. Other than providing medical services or as described in this policy, our practice will not share personal information with any third party without your consent.

These are numbers, letters or symbols used to identify patients with or without a name (e.g., Medicare numbers). Where possible, we limit the use of identifiers assigned to patients by Commonwealth Government agencies to those necessary to fulfil the obligations of those agencies.

We acknowledge the right of children to privacy of their health information. Based on the professional judgement of the Provider concerned and in compliance with legal legislation, it might sometimes be necessary to restrict access to personal health information by parents and guardians. In these cases, the reason for denying access will be explained.

Our Practice acknowledges that patients may request that their health information held by the Practice is forwarded to another Health Provider. We require you to write this request to the Provider or the Business Manager, and our Practice will aim to respond within 30 days. We can provide a template form for your completion to help facilitate this if necessary.

Without your consent, we will not share your personal information with anyone outside Australia (unless under exceptional circumstances permitted by law).

Our practice will not use your personal information to market our 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 is stored at our Practice in various forms e.g. electronic records, visual documents (X-rays, CT scans, videos and photos), paper files or audio recordings for transcription purposes. The Practice is secured outside of business hours and is monitored. Doctors and Staff have access to the premises via a registered security key and to our computer system via individual passwords. Passwords are changed on a regular basis and/or as required.

Our Practice stores all personal information securely. Electronic Data is backed up on-site per a Network-attached storage (NAS) system (computer data storage server) and per portable hard drive (PHD). A daily rotation of PHD's taken offsite (stored securely) and returned each day per authorised Staff Member, generally the Business Manager.

Most of our Practice is paperless, with patient records stored on a computer. Some paper files still exist from our earlier record system, which are stored on-site until destruction is deemed. Paper documents containing personal identification are either shredded on-site or placed within a lockable confidential shredding bin. A Certified Contractor provides this receptacle.

Data is received electronically or via fax or mail, with the importation into patient records.

Electronic data received as an encrypted document via our medical database program is screened by our Virus security agent prior to importation into patient records. Digital certificates are required to share access and delivery of these documents, including PKI location or site certificates for Medicare claims/payments/access and commercial certificates for various purposes, such as laboratory results or health fund access.

Data received via email, USB, and CD is scanned for virus/security risks before importation into our computer system to reduce the risk of compromised data. Since most patients do not use encryption programs, emails between practices and patients are limited in scope for security and clinical safety reasons. Our patient registration forms indicate that by providing your Email address, you give permission for us to use this medium as an additional form of contact and that personal identification content will be limited as we cannot guarantee Cyber privacy. Emails within our mail server are deleted on a regular basis in an attempt to limit the amount of personal information stored outside of our medical database. Separate Practice policies are held for Email and for Internet usage.

Our computer system is maintained on a regular basis by a reputable computer Systems Company, with our licenses, certificates and encryption services tracked for currency. We subscribe to a known Virus Security agent for digital security.

We require all staff to sign our Confidentiality Agreement to protect personal identification from misuse, loss, unauthorised access, modification, or disclosure. This agreement is reviewed as necessary, and staff are required to re-sign their consent if it is modified. Any Contractors are required to comply with our Confidentiality Agreement.

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 that patients may request access to their medical records. We require you to write this request to the Manager of either location, and our Practice will aim to respond within 30 days.

There is no charge for making the request; however, there may be applicable fees associated with providing this information. Each Provider sets their own fees, published within our Privacy Folder and available upon request.

There are some circumstances in which access may be restricted, and in these cases, the reason for denying access will be explained.

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 up-to-date, or we may request that you complete an updated patient registration form. Please feel free to discuss any corrections with our Practice Staff, or alternatively, write your request to the Business Manager.

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. Patients should always feel free to discuss their concerns with the Business Manager. Alternatively, you should express any privacy concerns you may have in writing to the Practice Manager. We will then attempt to resolve it in accordance with our resolution procedure and aim to generate a response within 30 days.

You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they investigate. For further information, visit www.oaic.gov.au or call the OAIC on 1300 336 992.

Privacy and our website

The Urological Solutions website (www.urologicalsolutions.com.au) is a method of communication requiring ongoing maintenance to ensure information held within the site is current and correct. Please be aware that any personal information you send through the Urological Solutions website (our website) or other electronic means (e.g., email) may be insecure in transit unless encrypted. Enquiries are received via our mail server, and we take necessary steps to protect the security of the information once received. Mail is deleted on a regular basis in an attempt to limit the amount of personal information received outside of our medical database.

Urological Solutions is not responsible for the privacy statements of any third-party websites accessed via links from our website. Please review their privacy policy to understand how third-party websites collect, use, and share information.

Our website contains forms through which users may request information or provide feedback to us. In some cases, telephone numbers or return addresses are required so that we can provide the requested information to you. We may also track where you go or what you read in our website so that we can provide you with effective follow-up information, but only if you have given us explicit permission to do so by filling out a form that asks you if we may do so.

Google Analytics - Cookies

Our website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators, and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser; however, please note that if you do this, you may not be able to use the full functionality of our website. By using our website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Policy review statement

This Privacy Policy is reviewed bi-annually. From time to time, we may change our policy, processes and systems concerning how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available within the practice, on our patient registration forms and communicated to staff.

Further information on privacy legislation is available from:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218. Sydney NSW 2001

www.oaic.gov.au

Health and Community Services Complaints Commissioner (HCSCC)

Phone: 08 8226 8666 1800 232 007

Email: info@hcsc.sa.gov.au

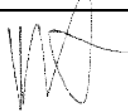
Post: P O Box 199, Rundle Mall SA 5000

www.hcsc.sa.gov.au

Office of the Information Commissioner

Northern Territory – 1800 005 610

<https://infocomm.nt.gov.au>

Approved by Kym Horsell 	Date 01/07/2023	Review date 01/07/25
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