

## 1.1. Practice privacy policy

### 1.1.1. Policy

The *Privacy Act 1988* and the *Australian Privacy Principles* require our practice to have a document that clearly sets out our policies on handling personal information, including health information.

This document, called a Privacy Policy, outlines how we handle personal information collected (including health information) and how we protect this information.

Our practice has used the privacy policy template available from the RACGP and this has been adapted to reflect how our practice collects and uses personal information.

Our privacy policy is displayed in the waiting room and also on the practice information sheet and practice website, and is readily presented to anyone who asks.

Our collection of information statement informs patients about how their personal health information will be used, including by other organisations to which the practice usually discloses patient information to, and any law that requires the particular information to be collected. Patient consent to the handling and sharing of personal patient health information is sought and documented early in the process of clinical care, and patients are made aware of the collection statement when giving consent to share health information.

According to the *Privacy Act 1988* and the *Australian Privacy Principles*, an organisation may use or disclose personal health information for a purpose (the secondary purpose) which is directly related to the primary purpose of collection without seeking consent, but only if the individual would have a reasonable expectation that the information could be used or disclosed for that secondary purpose.

A directly related secondary purpose for the use and disclosure of personal health information in our practice includes the many activities necessary for the provision of a health service, such as management, funding and monitoring, as well as complaint-handling, planning, evaluation and accreditation activities.

It is essential to recognise the importance of 'reasonable expectation' as many individuals may be unaware of the range of activities for which their personal health information may be used and disclosed, such as the accreditation process. Our practice ensures we tell patients how, and for what purpose, personal health information collected about them could be used or disclosed. Patients are advised of this 'secondary purpose' in a number of ways, including:

- At the time of the consultation with a general practitioner,
- Via the practice privacy statement in the practice information sheet,
- Via the practice privacy statement on signage on the walls of the practice, and/or
- By reading, understanding and signing a new patient information form when first registering at the practice, which incorporates the practice privacy statement.

It is important we maintain a patient's right to 'opt out' of the secondary purpose through refusal to consent. If an individual expresses negative views or opposition when made aware of a proposed secondary use or disclosure of their personal health information, this would indicate that they have a reasonable expectation that their personal health information will not be used or disclosed in that manner, and their non-consent is recorded on file.

**Privacy on the web site** [www.Bakewellmc.com.au](http://www.Bakewellmc.com.au)

In complying with the Privacy Amendment (Private Sector) Act 2000, Bakewell Medical Centre provides the following advice to users of this web site about the collection, use, disclosure, and storage of personal information.

The aim of this advice is to inform users of this site about:

- what personal information is being collected;
- who is collecting personal information;
- how personal information is being used;
- access to personal information collected on this site; and
- security of personal information collected on this site.

***What personal information is being collected?***

Unless this web site asks for specific personal information to respond to requests for information or to register users for services, only the following information will be collected when you use this site:

- your server address;
- your top-level domain name (for example .com, .gov, .au, .uk etc);
- the date and time of your visit to the site;
- the pages you accessed and the documents downloaded;
- the previous site you visited; and
- the type of browser you are using.

This information is collected for statistical purposes and to enable us to improve the navigation functions of our web site.

***Who is collecting personal information?***

The above information is collected by our Internet Service Provider. Where this site specifically asks for your personal information (for example to respond to requests for information or to register users for services),



Shop P3, 1 Mannikan Court Bakewell, NT, 0832  
PO Box 4025, Palmerston, 0831  
Ph: 08 7979 1765, Fax: 08 7979 1785  
Email: [admin@bakewellmc.com.au](mailto:admin@bakewellmc.com.au)  
[www.bakewellmc.com.au](http://www.bakewellmc.com.au)  
ABN: 42 646 257 018

your personal information will only be collected by staff of Bakewell Medical Centre who have responsibility for responding to such requests or administrating such registrations.

#### ***How is personal information used?***

Personal information collected on this web site will only be used for the purposes stated at the time of collection. Your personal information will not be added to a mailing list or used for any other purpose without your consent.

#### **Complaints Handling**

Any complaints in relation to Bakewell Medical Centre's handling of personal information should be directed to the Practice Manager email [manager@bakewellmc.com.au](mailto:manager@bakewellmc.com.au). In most cases the complainant will be asked to lodge their complaint in writing and identify themselves so that Bakewell Medical Centre can respond to them personally.

Unless a complaint can be dealt with immediately to the satisfaction of both parties, Bakewell Medical Centre will provide a written response to the complaint within 30 days of its being received.

If an individual believes their complaint has not been appropriately handled by Bakewell Medical Centre, they should contact the Office of the Federal Privacy Commissioner, Privacy Hotline 1300 363 992 (local call charge) or via

<http://www.privacy.gov.au/publications/npps01.html>

Prior to a patient signing consent to the release of their health information, patients are made aware that they can request a full copy of our privacy policy.

Patient consent for the transfer of health information to other providers or agencies involved in the patient's healthcare (e.g. treating practitioners and specialists outside the practice) is obtained at the patient's first visit to our practice through the *New Patient Information Form*. Once signed, this form is scanned into the patient's health record and its completion is noted.