



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

## **Practice privacy policy**

### **Overview**

Our privacy policy is 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.

Our practice is mindful that even if patients have provided electronic contact details, they may not be proficient in communicating via electronic means and patient consent needs to be obtained before engaging in electronic communication. Electronic communication includes email, facsimile, and Short Message Service SMS). Communication with patients via electronic means is conducted with appropriate regard to privacy.

### **Why and when your consent is necessary**

When you register as a patient of our practice, you provide consent for our GPs 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 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 (eg 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, immunisations,
- social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details



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### **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 demographic information via your registration form.
2. While providing medical services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment 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 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 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 (eg 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
- or 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, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).



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Only people who 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, 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. Electronic records, visual records including but not limited to ECG's, X-rays, CTs, and audio recordings.

Our practice stores all personal information securely, Via electronic format, in protected information. These are accessed by clinical staff using individual password protected logins. Confidentiality agreements are compulsory for all staff and contractors.

#### **How can you access and update your personal information at our practice?**

You have the right to request access to and update your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time. Fees are associated with the preparation and transfer of medical history and/or patient summary. Your personal information can be forwarded directly to the clinic of your choice.

Our practice will take reasonable steps to update your personal information. 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 update your information, at the time of your appointment or make requests in writing via email to [admin@bakewellmc.com.au](mailto:admin@bakewellmc.com.au) We may also request photo identification if you are not known to staff.



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**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.

Email: [manager@bakewellmc.com.au](mailto:manager@bakewellmc.com.au)

Phone: (08) 7979 1765

We will respond to you within 24 hours with an acknowledgement email. You will be informed of the complaints handling process and a response will be supplied within 30 days.

Personal information collected during a complain will be kept in a confidential manner.

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**

Privacy policy will be reviewed regularly to ensure it is in accordance with any changes.