



## Privacy Statement

AccessHC collects and administers a range of personal information for the purposes of providing health and wellbeing services. We are committed to protecting the privacy of personal information we collect, hold and administer.

### **How we collect your data?**

AccessHC recognises the essential right of individuals to have their information administered in ways which they would reasonably expect, protected whilst still being accessible. AccessHCs' Privacy Policy supports our clients rights and is compliant with the Privacy Act 1988 (Cth) and Privacy and Data Protection Act 2014 (Vic). The Australian Privacy Principles in the Privacy Act 1998 regulate how we may collect, use, disclose and store personal information and how individuals may access and correct personal information which we hold about them.

### **How do we collect your personal information?**

AccessHC collects and uses your personal information with your consent and will obtain that information from you directly for the purpose of providing you with the health care services you seek.

Your personal information is collected and may be recorded on patient medical records that belong to AccessHC in the following ways:

- by employees of AccessHC, including receptionists, nurses, clinicians
- by independent health service providers
- through our websites in the form of online enquiries and requests for appointments; or
- third parties such as other health providers, carers, guardians or parents

### **What information does AccessHC collect?**

We collect information from you that is necessary to provide you with health care services. This may include your health history, family history, your ethnic background, lifestyle to assist with the diagnosis and treatment of your condition as well as for billing and administrative purposes.

### **What happens if we can't collect your personal information?**

If you do not provide us with your personal information we may not be able to provide or provide to the same standard the services requested. This may also impact your diagnosis and treatment may be inaccurate or incomplete.

### **For what purposes do we collect, hold, use and disclose your personal information?**

We collect, hold, use and disclose your personal information for the following purposes:

- to enable the health care practitioners and other allied healthcare professionals within our centres to provide appropriate care, treatment and services
- for administrative and billing purposes



- to comply with any legal or regulatory obligations
- to send appointment reminders (including by SMS or email)
- for inclusion in a recall register to be advised of follow up visits
- to provide notifications (including by mail, telephone call, SMS or email) from time to time, of the health care and clinical services that you or a dependent can access at our centres
- to process and respond to any complaint made by you
- to assess and engage with job applicants
- to conduct business processing functions including providing personal information to our related bodies corporate, contractors, service providers or other third parties
- for the administrative, marketing (including direct marketing), planning, product or service development, quality control and research purposes of AccessHC, its contractors or service providers; and
- to meet obligations of notification to our medical defence organisations or insurers

We will only use your personal and health information for the purposes described above, unless one of the following applies:

- That you would reasonably expect that we would use or disclose the information for that purpose, including but not limited to:
  - specialist referrals; and
  - storage of the data by a contractor engaged to provide storage services to AccessHC, including a cloud storage service provider. Our agreements with such contractors require that they keep your personal information confidential, and that they only use or disclose your personal information for the purposes of providing those goods or services to us.
- You have consented for us to use your information for another purpose
- AccessHC is required or authorised by law to disclose your information for another purpose (for example, to prevent a threat to the life, health or safety of any individual) or
- We reasonably believe that the use or disclosure is reasonably necessary for one or more enforcement related activities conducted by, or on behalf of, an enforcement body.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Statement or as permitted under the Privacy Act.

### **How can you access your data?**

You may request to access to your personal information held by AccessHC in accordance with the Federal Privacy Act 2001.

You will need to complete a request form which is available at the centre you attend or in writing to: Privacy Officer, Access Health and Community, 283 Church Street Richmond, VIC 3121 including a verifying signature. In the instance that access is denied due to exceptional circumstances under the Privacy Act or other laws, a response will be provided to you.

AccessHC will endeavour to respond and comply with requests within 14 days of receipt, in the instance this cannot be achieved, requests will be dealt within 30 days.



The provision of your personal record may incur a fee, to cover the costs associated in locating, collating and explaining the information requested as well as additional administrative costs such as photocopying and postage.

### **Quality and correction of your health information**

AccessHC takes reasonable steps to ensure the personal information we collect, store and disclose is accurate, up-to-date and complete.

If you believe that personal information of a clinical or medical nature that we hold about you is inaccurate, out-of-date, incomplete, irrelevant or misleading you will need to contact either your treating health practitioner at the centre you attend or alternatively contact the Manager of the service you use who will assist you.

If your non-clinical or medical type personal information such as name, address or contact phone numbers are incorrect, out-of-date or incomplete it is important that you correct that information as soon as possible or when you next attend the centre.

### **Direct marketing materials**

From time to time AccessHC may send you direct marketing communications by mail, SMS or email, in accordance with the Spam Act 2003 (Cth). If your preference is to opt-out of receiving marketing communications from us, you may unsubscribe in the manner described in the particular communication you have received. Alternatively, you can opt out of receiving our communications by emailing us at [info@accesshc.org.au](mailto:info@accesshc.org.au)

### **Security**

AccessHC takes reasonable steps, and implements reasonable safeguards, to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. All patient information is handled securely and in accordance with professional duties of confidentiality. We will destroy or permanently de-identify any of your information once it is no longer required for the purpose for which it was collected provided we are not otherwise required by law to retain that information.

AccessHC is subject to a range of rules relating to the periods for which it must retain certain health information and records. As the owner of medical records and a health service provider, AccessHC must generally retain health information about an individual for seven years from the last occasion on which we provided a health service to the individual.

### **Website data**

We are committed to protecting the privacy of visitors to our website. Information collected via our website is voluntarily provided by you through small data files called a 'cookie'

When you visit our website, a 'cookie' is stored on your computer or mobile device by our server. We use cookies to maintain user sessions and to generate statistics about the number of people that visit our websites. Generally, this information will not identify you and we do not link it back to your identity or other information that you have provided to us.



We endeavour to take all reasonable steps to protect your personal data including use of encryption technology. However, the internet is inherently insecure and therefore we cannot guarantee the security of transmission of information you communicate to us online. Accordingly, any information which you transmit to us online is transmitted at your own risk.

AccessHC is not responsible for the content or privacy policies employed by any website linked to ours.

### **What is the process for complaining about a breach of privacy?**

If you have any complaints or questions about this policy or how AccessHC collects, uses or manages your personal information, please contact:

#### **Privacy Officer**

**Access Health and Community**

**283 Church Street Richmond**

**VIC 3121**

We will endeavour to respond to your complaint within a reasonable period. If you are unhappy with our response, you may refer your complaint to the Office of the Australian Information Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au).

### **Changes to our privacy policy**

This privacy policy was last updated February 2018. We may change this privacy policy from time to time. Current versions of our privacy policy will be available on our website ([www.accesshc.org.au](http://www.accesshc.org.au)) and will commence from the date of posting on our website.

### **REVISION HISTORY**

<b>Version</b>	<b>Review date</b>	<b>Review body</b>	<b>Authorisation</b>	<b>Effective Date</b>	<b>Review Date</b>
1	Oct 2018	Quality and Clinical Governance	CEO	Oct 2018	Oct 2020