

# Ladybug House privacy policy

Current as of: November 30 2017

## Introduction

This 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.

## Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our health practitioners 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.

## 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 authorized 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 demographic information via your registration.
2. During the course of 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, DSS or the NDIS 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
- for 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,

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.

We don't directly share information with overseas sources, however from time to time our email services are provided by Google Mail and information they host is done so on computer servers located in Singapore and the USA. If you email Ladybug House information via email, it is likely that the information passes through these servers.

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. They are either stored via hardcopy or electronically on our practice management software called Powerdiary.

Our practice stores all personal information securely. All hardcopy information is stored in locked filing cabinet and the premises are protected by monitored alarms. Our electronic information is stored securely by Powerdiary as well as having password protected accounts. Passwords are changed every three months.

All staff whether paid employees, contractors or volunteers sign a confidentiality agreement and under go privacy training

## 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 patients may request access to their medical records. We require you to put this request via email and our practice will respond within 30 days. If the information you require has been stored via hardcopy and is more than 6 months old a \$20 fee will apply to retrieve the file. All other records will be made available at no charge. Only those records that are relevant will be released.

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 Renato Ulpiano at [renato@ladybughouse.com.au](mailto:renato@ladybughouse.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. All complaints are to be addressed by calling Renato Ulpiano on 03 9331 0720 and then followed up in writing and made to the Practice Manager, emailed to [renato@ladybughouse.com.au](mailto:renato@ladybughouse.com.au). All complaints will be responded to within 14 working days. IF more information is required and we require longer we will advise you within the 14-day period.

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.

## Privacy and our website

The only information we collect on our website are the details that you input on our electronic forms. We use that information to contact you to provide information and provide advice. The information is not used for any other purpose.

## Policy review statement

The privacy policy is reviewed on a yearly basis. You will be notified of any changes as we will request you to complete the patient details form which will contain any changes to the privacy policy.