

## Alleve Eye Clinic Privacy Policy

Alleve Eye Clinic ABN 39 388 145 439 is committed to the appropriate use and protection of the information we hold about you. This Privacy Policy set out how we manage personal information. It applies to your dealings with us as a patient or otherwise and any third party information which may be collected by us.

The term 'personal information' refers to information from which your identity can be reasonably ascertained. We are bound by the National Privacy Principles ("NPPs") and comply with these principles to the extent required by the Privacy Act 1988 (Cth)

### **NPP1: Collection**

Information collected by this practice about you is intended to be used only for the purpose of providing you with the best possible standard of eye care.

You may be asked to provide information such as your name, address and contact details. You may be asked about your current and past visual status, your general health, and the visual and health status of your relatives, where relevant. You will also be asked questions on your visual needs, such as occupation, hobbies and lifestyle.

We collect most of your personal information directly from you. It is also sometimes necessary to obtain information about you from others, for example from your health fund, a government agency such as the Health Insurance Commission, or from your parent or carer, if you are unable to provide the information yourself.

Your optometrist will answer any questions you may have about the information being collected or the reasons that it is being collected.

### **NPP2: Use and Disclosure**

Your Optometrist and other practice staff have access to your records for professional purposes only, and your personal information is used to provide you with the highest possible standard of eye care and the most suitable optical appliance.

In some cases, information about you may be given to another health care practitioner such as your GP or your ophthalmologist. You will be informed that the information is being provided.

Information will also be released when we are required by law to do so. In most cases this will require a court to order the release of the information, although information may also be released when an optometrist believes that this is necessary to prevent a serious and imminent threat to a person's life, health or safety, or to public health and safety.

Some information may be released in order for Medicare benefits to be claimed. Representatives of the Health Insurance Commission may inspect records in order to ensure appropriate claiming of Medicare benefits has taken place.

Where we disclose your personal information we will endeavour to ensure we have in place arrangements or understandings with those third parties to ensure your personal information is handled in a manner consistent with Privacy Policy.

We may also use your details to advise you on your eye care needs, such as advising you when you are due for another eye examination, and to keep you updated on products, services, promotions and offers. We will also use your contact details for quality assurance purposes and to advise you if we relocate.

### **NPP3: Data Quality**

In order for you to receive the best possible service and advice, we need accurate personal information about you. We will take all reasonable efforts to ensure your personal information is complete, accurate and up-to-date. If you inform us of any inaccuracy, it will be corrected as soon as possible.

### **NPP4: Data Security**

We will take all reasonable steps to ensure that the information we hold about you is protected from misuse, loss and unauthorised access or disclosure. The only people who have access to patient records are the optometrists involved in the care of the patient, and practice staff who need access for purposes such as optical dispensing and billing. No unauthorised persons are permitted to access the records.

All our employees are bound by the highest principles of confidentiality, severe breach of which may lead to dismissal.

### **NPP5: Openness**

This policy document outlines the way this practice collects, handles and releases information about patients and is available to anyone who requests a copy. If you wish to find out more about how the practice manages personal information should discuss this with your optometrist.

### **NPP6: Access and Correction**

You may have access to the information held about you, and have the opportunity to ask us to correct the information if it is in error. If you wish to examine the information, you may book a consultation with your optometrist, who will explain and interpret the information in the record, and will explain any technical terms, abbreviations or jargon. Normal fees will apply for this consultation, which will not attract a Medicare rebate.

The physical and electronic records and the intellectual property contained within remain the property of the practice at all times. If you wish to have a copy of the information contained within the record, an optometrist will prepare a summary of the information held about you, if requested in writing. A small fee will be charged to cover for the administration costs involved. Fees will not be charged for you to obtain a copy of your prescription.

Under rare circumstances, we may refuse to provide access to the information held about you. This will only occur where releasing the information would pose a serious threat to the health of the patient or another person, would unreasonably impact on the privacy of another person, would interfere in legal investigations or other proceedings, or would otherwise be illegal.

### **NPP7: Identifiers**

The practice will only use an identifier that has been assigned by a Commonwealth agency for the purpose for which it has been assigned. Such identifiers will not be used for the practice's own internal purposes. For example, your Medicare number will only be used for the purpose of claiming Medicare benefits.

### **NPP8: Anonymity**

You may request anonymity if you so desire. However this may lead you to receiving a lower standard of care due to difficulty in accessing information about your previous condition. Anonymity may also prevent you claiming Medicare and private health fund benefits.

### **NPP9: Transborder Data Flows**

The practice will not transfer data about the patient to a recipient in a foreign country unless the data will receive at least the same level of protection as in Australia, unless the patient gives their permission for the practice to do so.

### **NPP10: Sensitive Information**

We will not collect sensitive information about you without your consent, except where required by law, or where you or your representative cannot give consent and the information is needed to provide a health service to you or to reduce a threat to the life or health of another person.

Sensitive information is defined as information about a person's health, their racial or ethnic origin, their political, religious or philosophical beliefs and affiliations, their membership in professional or trade associations or unions, their sexual preferences or practices, or their criminal record.

### **Contact Person**

In cases where you have questions about this policy that practice staff are unable to assist you with, please contact Dr Jennifer Rayner on (08) 8121 8393.

### **Changes to the Privacy Policy**

This Privacy Policy is accurate as at 1 January 2016, and we may alter or modify it without notice