

# Supercare Nursing Service Privacy Policy

## 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 service, 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 service, you provide consent for nursing 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 service 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 service audits and accreditation.

## What personal information do we collect?

The information we will collect about you includes:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- healthcare identifiers

## 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 authorised by law to only deal with identified individuals.

## How do we collect your personal information?

Our service will collect your personal information:

1. When you make your first appointment our nursing 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. For example if you wish to have your medical records uploaded to the electronic My Health Record.
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

### **Who do we share your personal information with?**

We sometimes share your personal information:

- with third parties who work with our service 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 where you are referred on
- when it is required or authorised by law (e.g. 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 (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (e.g. via Shared Health Summary, Event Summary).

Only people that 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 service 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 service 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 service in writing.

### **How do we store and protect your personal information?**

Your personal information may be stored at our service in various forms (for example on computer or in paper form)

Our service stores all personal information securely. All computer systems are password and firewall protected and comply with the IT security requirements of the RACGP and NSQHS standards.

All of our clinical and administration staff are under strict confidentiality agreements.

### **How can you access and correct your personal information at our service?**

You have the right to request access to, and correction of, your personal information.

Our service acknowledges patients may request access to their medical records. We require you to put this request in writing and our service will respond within a reasonable time.

A small fee may be charged for transferring your medical records, this fee covers photocopying, discs and/or postage where applicable.

Our service 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 your personal information held by our service is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests in writing to our service.

### **Notifiable Data Breaches**

We comply with the *Privacy Amendment (Notifiable Data Breaches) Act 2017* and will notify individuals whose personal information is involved in a data breach that is likely to result in serious harm and recommendations about the steps you should take in response to the data breach.

### **How can you lodge a privacy related complaint, and how will the complaint be handled at our service?**

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.

Please submit all feedback and complaints to our Operations Manager, contact details are below;

Phone: (03) 5327 7777

Postal Address: UFS Dispensaries Ltd, 206 Armstrong Street North, Ballarat VIC 3350

All feedback and complaints will be processed within 7 business days following our complaints handling policy.

If you remain dissatisfied with our response, you may wish to contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial.

To lodge a complaint with the HCC: fill out a complaint form online at [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au) or phone 1300 582 113 during business hours.

### **Policy review statement**

Our privacy policy is reviewed annually at the end of each calendar year and/or when there is a change in relevant privacy legislation.