

### **Protecting the Privacy of your Personal and Sensitive Information**

Nundah Village Family Practice operates in accordance with the Australian Privacy Principles (APP), the Commonwealth Privacy Act (1998) and the Privacy Amendment (Enhancing Privacy Protection) Act (2012).

#### **What information is collected?**

Nundah Village Family Practice only collects personal and sensitive information necessary for the undertaking of functions and activities relating to the services we offer.

#### **How we handle your health information**

Our staff are trained to handle your information discreetly and privately. We may collect personal and private information and hold this information on both electronic and hardcopy files. We also engage in a range of security initiatives to protect your information from loss or misuse (password protected electronic storage and secure management of hardcopy records). If you have questions about how we handle your information, please speak to your treating medical practitioner or the practice manager.

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

Information is collected directly from you or from third parties where you have given your either explicit or implied consent for third parties to disclose information. Some emergency situations may require us to collect information about you without your explicit consent. E.g. If you require urgent healthcare we may gain or share information from your family or general practitioner in order to provide you with the care you need. This is implied consent.

#### **Why we collect health information**

We collect information to assist in providing an appropriate service to you and discharge our duty of care and other legal responsibilities. We also collect information for the normal running of a business, for example, billing purposes.

#### **Consequences of not providing all or part of the information requested**

There may be serious complications to your health if we do not know who you are, how to contact you or be able to contact you in a timely manner. Withholding personal health information from your GP or others involved in your health care may put your life or health at risk. You may request to use our services anonymously; however we cannot guarantee this option where practically or legally impossible for us to do so.

#### **The organisations/persons to whom information is usually disclosed**

Health providers involved in your treatment and care may receive selected information from your personal health record. These include pathology, hospital, radiology, medical defence organisations, insurers and specialist services.

Nundah Village Family Practice will treat your personal and sensitive information with the utmost respect for privacy requirements and will not release this information to any other parties without your express written approval or where required by law to do so. In some circumstances Nundah Village Family Practice is legally obliged to disclose information about you in the following circumstances:

- where the Police/Court orders to make records or information available (e.g. subpoenas and search warrants);
- where you pose a danger to yourself or others; and
- where a child or young person is suspected of being harmed or is at risk of harm as defined by the Child Protection Act.

#### **Overseas disclosures**

Nundah Village Family Practice does not generally transmit information overseas, however, in such an unlikely event, the clinic will only transfer personal information to a recipient in a foreign country in circumstances where the information will have appropriate security or protection (i.e. is encrypted) or the recipient has given their explicit consent. This is will only occur by **reply** email.

#### **Access to your information**

Nundah Village Family Practice supports your right to see what personal information, including health information, is held about you. Requests to access information can be made in writing. If you feel information contained in records are incorrect, you can request for them to be amended. The outcome of such requests will be provided to you.

#### **Complaints process**

Where you feel you have grounds for a complaint, you should first address your concerns directly with us here at Nundah Village Medical Practice. If you feel the handling of your complaint remains unsatisfactory you can contact the Office of the Australian Information Commissioner on:

**Telephone:** 1300 363 992  
**Email:** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
**Write:** GPO Box 5218 Sydney NSW 2001  
**Web:** [www.oaic.gov.au](http://www.oaic.gov.au)