

AUSTRALIAN PRIVACY PRINCIPLES (APP) POLICY

PART A – PURPOSE AND CONTEXT

- 1.0 Darling Downs Eye is committed to ensuring the privacy and confidentiality of all personal information affiliated with Darling Downs Eye's business undertakings.
- 1.1 Darling Downs Eye follows the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (APPs) as per schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth), forming part of the *Privacy Act 1988* ('the Act').
- 1.2 The purpose of this Privacy Policy is to clearly communicate how Darling Downs Eye collects and manages personal information.
- 1.3 The point of contact regarding any queries regarding this policy is the Practice Manager on 07 46334111.

PART B – AUSTRALIAN PRIVACY PRINCIPLES

- 2.0 As a private sector health service provider and under permitted health situations, Darling Downs Eye is required to comply with the APPs as prescribed under the Act.
- 2.1 The APPs regulate how Darling Downs Eye may collect, use, disclose and store personal information and how individuals, including Darling Downs Eye's patients may:
 - address breaches of the APPs by Darling Downs Eye;
 - access their own personal information; and
 - correct their own personal information.
- 2.2 In order to provide patients with adequate Ophthalmology services, Darling Downs Eye will need to collect and use personal information. It is important to be aware that if the patient provides incomplete or inaccurate information or the patient withholds personal health information Darling Downs Eye may not be able to provide said patient with the services they are requesting.
- 2.3 In this Privacy Policy, common terms and definitions include:
 - **"Personal information"** as defined by the Privacy Act 1988 (Cth). Meaning "information or an opinion including information or an opinion forming part of a database, whether true or not, and whether recorded in a material format or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion"; and
 - **"Health information"** as defined by the *Privacy Act 1988 (Cth)*. This is a particular subset of "personal information" and means information or an opinion about:
 - the health or a disability (at any time) of an individual;
 - an individual's expressed wishes about the future provision of health services to him or her; or
 - a health service provided or to be provided to an individual.
- 2.3.1 Personal information also includes '**sensitive information**' which is information including, but not limited to a patient's:
 - race;
 - religion;
 - political opinions;
 - sexual preferences; and or,
 - health information.
- 2.3.2 Information deemed '**sensitive information**' attracts a higher privacy standard under the Act and is subject to additional mechanisms for the patient's protection.

PART C – TYPES OF PERSONAL INFORMATION

- 3.0 Darling Downs Eye collects information from each individual patient that is necessary to provide said patient with adequate Ophthalmology services.
- 3.1 This may include collecting information about a patient's health history, family history, ethnic background or current lifestyle to assist the health care team in diagnosing and treating a patient's condition.

PART D – COLLECTION & RETENTION

- 4.0 This information will in most circumstances be collected directly from you via patient information form and face to face consultation.
- 4.1 In other instances, Darling Downs Eye may need to collect personal information about a patient from a third party source. This may include:
- relatives; or
 - other health service providers.
- 4.2 This will only be conducted if the patient has provided consent for Darling Downs Eye to collect his/her information from a third party source; or, where it is not reasonable or practical for Darling Downs Eye to collect this information directly from said patient. This may include where:
- the patient's health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.
- 4.3 Darling Downs Eye endeavors to store and retain a patient's personal & health information electronically onto a domestic server.

PART E – PURPOSE OF COLLECTION, USE & DISCLOSURE

- 5.0 Darling Downs Eye only uses a patient's personal information for the purpose(s) they have provided the information for unless one of the following applies:
- the patient has consented for Darling Downs Eye to use his/her information for an alternative or additional purpose;
 - the disclosure of the patient's information by Darling Downs Eye is reasonably necessary for the enforcement of criminal law or a law imposing a penalty or sanction, or for the protection of public revenue;
 - the disclosure of the patient's information by Darling Downs Eye will prevent or lessen a serious and imminent threat to somebody's life or health; or
 - Darling Downs Eye is required or authorised by law to disclose your information for another purpose.

5.1 **Health Professionals to provide treatment**

During the patient's treatment at Darling Downs Eye he/she may be referred to additional medical treatment/services (i.e. pathology or radiology) where Darling Downs Eye's staff may consult with senior medical experts when determining a patient's diagnosis or treatment.

Darling Downs Eye's staff may also refer the patient to other health service providers for further treatment during and following the patient's admission (i.e. medical practitioners or community health services).

These health professionals will be designated health service providers appointed to use the patient's health information as part of the process of providing treatment. Please note that this process will be conducted whilst maintaining the confidentiality and privacy of the patient's personal information.

5.2 **Alternative Health services**

At any point a patient wishes to be treated by an alternative medical practitioner or health care service that requires access to his/her personal/health information Darling Downs Eye requires written authorisation. This written authorisation is to state that the patient will be utilising alternative health services and that these health services have consented for a transfer of personal/health information.

5.3 **Other Third Parties**

Darling Downs Eye may provide your personal information regarding a patient's treatment or condition to additional third parties. These third parties may include:

- parent(s);
- child or children;
- other relatives;
- close personal friends;
- guardians; or
- a person exercising a patient's power of attorney under an enduring power of attorney.

Where information is relevant or reasonable to be provided to third parties, written consent from the patient is required.

Additionally, the patient may at any time wish to disclose that no third parties as stated are to access or be informed about his/her personal information or circumstances.

5.4 **Other Uses of Personal Information**

In order to provide the best possible environment in which to treat patients, Darling Downs Eye may also use personal/health information where necessary for:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
- invoicing, billing and account management;
- to liaise with a patient's health fund, Medicare or the Department of Veteran's Affairs, as necessary; and
- the purpose of complying with any applicable laws – i.e. in response to a subpoena or compulsory reporting to State or Federal authorities.

5.5 If at any point or for any of the aforementioned reasons Darling Downs Eye uses or discloses personal/health information in accordance with the APPs, Darling Downs Eye will provide written notice for the patient's consent for the use and/or disclosure.

PART F – ACCESS AND CHANGES TO PERSONAL INFORMATION

6.0 If an individual patient reasonably requests access to their personal information for the purposes of changing said information he/she must engage with the relevant practice manager.

6.1 The point of contact for patient access to personal information is the practice manager, Denise Schilling via email at practicemanager@darlingdownseye.com.au or 07 4633 4111.

6.2 Once an individual patient requests access to his/her personal information Darling Downs Eye will respond within a reasonable period of time to provide said information.

6.3 All personal will be updated in accordance to any changes to a patient's personal circumstances brought to Darling Downs Eye's attention. All changes to personal information will be subject to patient's consent and acknowledgement.

6.4 If an individual requests access to his/her personal information Darling Downs Eye will charge \$100 administration fee plus \$2 per page for photocopying.

PART G – COMPLAINTS AND/OR FEEDBACK HANDLING

- 7.0 All complaints made to this practice are dealt with in confidence. Complaints or feedback may be made in person, via email to practicemanager@darlingdownseye.com.au, telephone 07 4633 4111 or making an appointment to speak with our Practice Manager and/or Practice Principal.
- 7.1 All complaints will be formerly acknowledged (if received either verbally or in writing) within three business days.
- 7.2 The practice will make every attempt to resolve the complaint appropriately and within a period of one week from the date of the complaint.
- 7.3 Should you feel that the practice has not made every effort to resolve the complaint to your satisfaction then you can make a complaint to the Office of the Health Ombudsman by:
- filling in the online complaint form located at <http://www.oho.qld.gov.au/>
 - downloading the complaint form and posting or emailing it to the HO
 - calling the HO on 133 OHO (133 646)
 - emailing the HO at complaints@oho.qld.gov.au
 - making an appointment to speak to the HO

PART H – PERSONAL INFORMATION AND OVERSEAS RECIPIENTS

- 8.0 Use of Overseas Parties:
- Darling Downs Eye does not engage with any overseas entities, with which personal or health information would be transferred, appointed or disclosed

PART I – DISPOSAL OF PERSONAL/HEALTH INFORMATION

- 9.0 If Darling Downs Eye receives any unsolicited personal information that is not deemed appropriate for the permitted health situation, Darling Downs Eye will reasonably de-identify and dispose of said information accordingly.
- 9.1 If Darling Downs Eye holds any personal or health information that is no longer deemed relevant or appropriate for the permitted health situation, Darling Downs Eye will reasonably de-identify and dispose of said information accordingly.

PART J – ACCESS TO POLICY

- 10.1 Darling Downs Eye provides free copies of this Privacy Policy for patients and staff to access, which can also be located at www.darlingdownseye.com.au. Hard Copies may also be provided upon request.

PART K – REVIEW OF POLICY

- 11.1 Darling Downs Eye in accordance with any legislative change will review the terms and conditions of this policy to ensure all content is both accurate and up to date.

PART L – PATIENT ACKNOWLEDGEMENT

I, _____ acknowledge that I have read the aforementioned Privacy and Confidentiality Policy and understand the requirements of Darling Downs Eye and myself in how to manage my personal information whilst attending Darling Downs Eye.

Signature

Date: _____