

# Privacy Policy

Current as of: 11th December 2024

## Introduction

The purpose of this privacy policy is to tell you, the patient, about the ways in which our practice gathers and uses your personal information, including your health information, and the situations in which it might be disclosed to outside parties.

## What is Personal Information and why do we collect it?

Personal Information refers to any details or opinions that can identify an individual, such as full name, date of birth, residential and postal address, Medicare card details, emergency contacts and more. The Personal Information we collect includes your personal details and complete medical history, which helps us assess, diagnose, treat, and manage your healthcare needs effectively.

This Personal Information is obtained in many ways including from yourself directly, doctors and or other health professionals and family members.

Your personal and demographic information is collected by administration staff when booking your initial appointment. The personal information collected is for the purpose of providing health care services to you. We may also receive your personal information via other referring healthcare professionals.

This means we will use the information you provide in the following ways:

- For administrative purposes related to the clinic, which may include confirming your appointment through phone calls, SMS, or email.
- For billing purposes, including compliance with Medicare and Health Insurance Commission regulations.
- To share information with other healthcare professionals involved in your treatment, such as referring doctors or other specialists, for consultations, medical tests, and related reports.
- In emergency situations, where medical personnel or hospitals may need access to patient records for treatment.

- With third-party providers working with our practice for business-related reasons, such as accreditation organizations or IT services. These third parties are required to adhere to APPs and our policy.

### **The choice of being anonymous**

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.

### **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

### **Third Parties**

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### **Sharing your personal information**

We sometimes share your personal information:

- With third-party organizations that collaborate with our practice for business-related purposes, such as accreditation bodies or IT service providers. These third parties must adhere to APPs and our policy.

- With other healthcare professionals involved in your care.
- When required or authorized by law, such as in the case of court subpoenas.
- When it is necessary to prevent or reduce a significant risk to a patient's life, health, safety, public health, or safety, or if obtaining the patient's consent is not feasible.
- To assist in locating a missing person.
- To establish, pursue, or defend a legal claim.
- For confidential dispute resolution purposes.
- When there is a legal obligation to disclose certain personal information, such as for mandatory reporting of certain diseases.
- During the provision of medical services.

Only individuals who need to access your information for legitimate purposes will be authorized to do so. Aside from providing medical services or as outlined in this policy, our practice will not disclose your personal information to any third party without your consent.

We will not share your personal information outside of Australia, except in exceptional circumstances permitted by law, without your consent.

Our practice will not use your personal information to market goods or services directly to you without your explicit consent. If you agree to this, you can opt out of receiving marketing communications at any time by notifying us in writing.

We may use your personal information to enhance the quality of our services through research and analysis of patient data.

We may share de-identified data with other organizations to improve public health outcomes. This data is anonymized, secure, and stored within Australia. If you do not wish to have your information included, you can inform our reception staff.

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

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. All information provided on paper is securely stored in a locked file and then shredded after being transferred to Best Practice.

The clinic uses **Best Practice** as practice management software. Your information is stored within Queensland, with locally based servers which are accessed through the internet via a secure platform. Best Practice meets Australian Privacy Principles and has strong security features that continuously protect your information.

Telehealth is provided through Best Practice telehealth platform which meets APP security standards for privacy.

Dr Spivak utilises **Heidi Health** for the collection of healthcare information during session, to allow clinicians to focus on you during your session. Heidi Health is a healthcare platform that is APP compliant, and we maintain a paid account. This system transcribes content, uses AI to provide a summary of the body of information in a form that reflects what was discussed in the appointment.

Please read Heidi Health's Privacy Policies:

<https://www.heidihealth.com/au/compliance/app>

<https://www.heidihealth.com/au/legal/privacy-policy>

If you wish to not use this during the session, this will be respected.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

We use email, fax and telephone to contact patients and providers, however we prefer to use Medical Objects (a secure online communication platform utilised by healthcare professionals) where possible between providers.

We use a secure email service however we cannot guarantee the security of third-party email platforms or servers as used by patients, families or other professionals.

### **Access to your Personal Information**

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions including confidentiality, and that if is the case then an explanation will be provided to you. If you wish to access your Personal Information, please contact us in writing.

### **Maintaining the Quality of your Personal Information**

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

### **Policy review statement**

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. This will be updated annually on the website. Any important updates will be provided directly via email when your upcoming appointment is confirmed.

### **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.

### **If you have any questions regarding this privacy policy, please contact us:**

Email: [reception@drvaleriaspivak.com.au](mailto:reception@drvaleriaspivak.com.au)

Phone: 0435 074 567