# *GLEN IRIS MEDICAL GROUP*

**ABN: 31 902 332 151**

**177 Burke Road Glen Iris Vic. 3146**

**Ph: 95097633 Fax: 95096177**

**Introduction**

We are committed to protecting the privacy of patient information and to handling your personal

information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy

Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant

State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you

may access that information and how you may seek the correction of any information. It also

explains how you may make a complaint about a breach of privacy legislation.

This Privacy Policy is current from 14th March 2014. From time to time we may make changes to

our policy, processes and systems in relation to how we handle your personal information. We will

update this Privacy Policy to reflect any changes. Those changes will be available on our website

and in the practice.

**Collection**

We collect information that is necessary and relevant to provide you with medical care and

treatment, and manage our medical practice. This information may include your name, address, date

of birth, gender, health information, family history, credit card and direct debit details and contact

details. This information may be stored on our computer medical records system and/or in hand

written medical records.

Wherever practicable we will only collect information from you personally. However, we may also

need to collect information from other sources such as treating specialists, radiologists, pathologists,

hospitals and other health care providers.

We collect information in various ways, such as over the phone or in writing, in person in our surgery or over the internet if you transact with us online. This information may be collected by medical and non-medical staff.

In emergency situations we may also need to collect information from your relatives or friends.

We may be required by law to retain medical records for certain periods of time depending on your

age at the time we provide services.

**Use and Disclosure**

We will treat your personal information as strictly private and confidential. We will only use or disclose

it for purposes directly related to your care and treatment, or in ways that you would reasonably

expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood

test results to your specialist or requests for x-rays.

There are circumstances where we may be permitted or required by law to disclose your personal

information to third parties. For example, to Medicare, Police, insurers, solicitors, government

regulatory bodies, tribunals, courts of law, hospitals, or debt collection agents. We may also from

time to time provide statistical data to third parties for research purposes.

We may disclose information about you to outside contractors to carry out activities on our

behalf, such as an IT service provider, solicitor or debt collection agent. We impose security and

confidentiality requirements on how they handle your personal information. Outside contractors

are required not to use information about you for any purpose except for those activities we have

asked them to perform.

**Data Quality and Security**

We will take reasonable steps to ensure that your personal information is accurate, complete, up to

date and relevant. For this purpose our staff may ask you to confirm that your contact details are

correct when you attend a consultation. We request that you let us know if any of the information

we hold about you is incorrect or out of date.

Personal information that we hold is protected by:

▶▶ securing our premises;

▶▶ placing passwords and varying access levels on databases to limit access and protect electronic

information from unauthorised interference, access, modification and disclosure; and

▶▶ providing locked cabinets and rooms for the storage of physical records.

**Corrections**

If you believe that the information we have about you is not accurate, complete or up-to-date, we

ask that you contact us in writing (see details below).

**Access**

You are entitled to request access to your medical records. We request that you put your request in

writing and we will respond to it within a reasonable time.

There may be a fee for the administrative costs of retrieving and providing you with copies of your

medical records.

We may deny access to your medical records in certain circumstances permitted by law, for example,

if disclosure may cause a serious threat to your health or safety. We will always tell you why access is

denied and the options you have to respond to our decision.

**Complaints**

If you have a complaint about the privacy of your personal information, we request that you contact

us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in

accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application

to the Australian Information Commissioner or the Privacy Commissioner.

Health Services Commissioner or write to:: Health Services

Telephone: 03 8601 5200 30th Floor, 570 Bourke Street Melbourne 3000

Toll Free: 1800 136 066

Email: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au)

Australian Information Commissioner: 1300 363 992

GPO Box 5218

Sydney NSW 2001

[privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

**Overseas Transfer of Data**

We will not transfer your personal information to an overseas recipient unless we have your consent

or we are required to do so by law.

**Contact**

Please direct any queries, complaints, requests for access to medical records in writing to:

The Practice Manager, Glen Iris Medical Group, 177 Burke Road Glen Iris 3146.