



# PRIVACY POLICY

## Introduction

Riverina Paediatrics is committed to protecting the privacy of patient information and to handling 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.

This policy explains how we collect, use and disclose you and your child's personal information, how you may access that information and how to seek correction of any information. It also explains how to make a complaint about a breach of privacy legislation.

This policy is reviewed at least annually. From time to time we may make changes to this policy, processes and systems in relation to how we handle you and your child's personal information. We will update this policy to reflect any changes. Those changes will be available on our website and in the practice.

## Consent

When you register your child as a patient of our practice, you provide consent for our Paediatricians and practice staff to access and use you and your child's personal information so we can provide your child with the best possible health care. Our staff are trained and required to respect and protect your privacy and only staff who need to see you and your child's personal information will have access to it.

## Collection

Our practice will need to collect you and your child's personal information to provide healthcare services to your child. Our main purpose for collecting, using, holding and storing you and your child's personal information is to manage your child's health. We also use it for directly related business activities, such as financial claims and payments, practice audits and other business processes.

This information may include personal identification and contact information including important relationships such as parents, guardians or carers. Information about medical history, current health problems and other aspects of your child's life and development is collected as well as information required for billing and Medicare claiming.

We collect information from you and your child personally, however we may also need to collect information from other sources where it is not practical or reasonable to collect it from you or your child directly. This may include information from other involved healthcare providers, other specialists, allied health professionals, hospitals, community health services, pathology and diagnostic imaging services, your health fund or Medicare.

We collect information in various ways, such as over the phone, or in writing, in person in our rooms or if you send us an email. This information may be collected by medical and non-medical staff.

We are required by law to retain medical records for certain periods of time depending on your child's age at the time we provide services.

## Use and Disclosure

We will treat you and your child's personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to the care and treatment of your child, or in ways that you would reasonably expect that we may use it for your child's ongoing care and treatment. For example, the disclosure of blood test results to other specialists or requests for diagnostic imaging services.

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, debt collection agents, the electronic transfer of prescription service or to the Myhealth record system. We may also from time to time provide statistical data to third parties for research purposes.

We may disclose information about you and your child 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 you and your child's personal information. Outside contractors are required not to use information about you and your child for any purpose except for those activities we have asked them to perform.

We will not transfer you or your child's personal information to an overseas recipient unless you request us to do so and we have your consent, or we are required to do so by law.

### **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 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 unauthorized interference, access, modification and disclosure; and
- Our staff sign confidentiality agreements

### **Access**

You are entitled to request access to, and correction of, the information we have collected about you and your child. 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 this information.

We may deny access to this information in certain circumstances permitted by law, however 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 you and your child's 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 Information and Privacy Commission, New South Wales.

### **Contact**

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

Business Manager  
Riverina Paediatrics  
PO Box 5520  
Wagga Wagga NSW 2650  
Email: [manager@riverinapaediatrics.com.au](mailto:manager@riverinapaediatrics.com.au)