

1. Policy Statement

1.1 Governance

The Hobart Clinic will protect personal information in accordance with the Privacy Act, 1988 including The Australian Privacy Principles and any supporting State legislation.

1.2 Reporting

The Hobart Clinic Corporate Governance Committee has overarching responsibility for privacy across the organisation.

1.3 Types of Personal Information Held

The following personal information will be held by the Hobart Clinic:

1.3.1 Personal identifiers including:

- full name
- sex / gender
- date of birth
- residential address
- postal address
- email
- phone number.

1.3.2 Sensitive information for Health Records including:

- healthcare records
- medical history
- consent
- medical correspondence
- digital records
- test findings
- photographs
- appointments
- details of health professionals.

1.3.3 Financial Records including:

- Medicare number
- private health insurance membership number
- credit card details
- Department of Veteran Affairs number
- Workers Compensation Insurances.

1.3.4 Employment and Contracting including:

information required as part of recruitment, employment and third party contracting processes.

1.3.5 Other types of information collected including:

statistical information for quality improvement and risk management.

1.4 Collecting Personal Information

Personal Information will be collected through:

1.4.1 personal interview

1.4.2 provision of written information by the consumer or their legal representative using hard copy, electronic forms or direct email correspondence

1.4.3 provision of information via newsletters or other marketing formats

1.4.4 provision of information through third party entities, where the consumer or their legal representative have given consent

for information to be shared

1.4.5 provision of information from Medicare and Health insurance providers

1.4.6 provision of information from referring health professionals such as General Practitioners

1.4.7 provision of information from employees, volunteers or contractors as part of the recruitment and / or contractual process.

1.5 Correcting Personal Information

The Hobart Clinic will make every effort to ensure personal information is accurate by:

1.5.1 ensuring information is correct at the commencement of service or employment

1.5.2 ensuring information remains accurate at each visit and updating where required

1.5.3 correcting information found to be incorrect as quickly as possible.

1.6 Purpose of Collecting Personal Information

The Hobart Clinic will collect and disclose personal information for the following purposes:

1.6.1 to enable contact and correspondence with consumers and their families

1.6.2 to provide safe and correct patient identification and procedure matching

1.6.3 to enable administration and management of files

1.6.4 to enable accurate healthcare records

1.6.5 to enable response to consumer enquiries and complaints

1.6.6 to provide data for performance and quality improvement purposes

1.6.7 to provide accurate and timely invoicing or to collect unpaid invoices

1.6.8 to provide health insurance claims

1.6.9 to enable accurate referral and follow-up following treatment

1.6.10 to comply with any required laws or regulations

1.6.11 to enable management of recruitment and employment

1.6.12 for the purposes of private health fund and other funding body requirements.

1.7 Disclosure of Personal Information

Personal information is not disclosed with the following exceptions:

1.7.1 written consent is provided by the consumer or their legal representative

1.7.2 written consent is provided by employees

1.7.3 disclosure required by law such as mandatory reporting and notifications

1.7.4 during an emergency where nominated relatives may be contacted

1.7.5 for the purposes of referral to other health professionals where necessary and where consent is provided by the consumer or their legal representative

1.7.6 where information is required by government agencies such as Medicare

1.7.7 to health insurance providers where contact details are needed to enable payment

1.7.8 where authorised accreditation bodies or auditors are appointed to review the operations and services of The Hobart Clinic

1.7.9 where disclosure is required by law including mandatory reporting, notices from courts or law and government agencies.

1.8 Holding and Storage of Personal Information

Personal information will be managed by The Hobart Clinic staff, stored securely and will be protected from misuse, interference, modification and loss including:

- 1.8.1 upholding the Australian Privacy Principles
- 1.8.2 protection from unauthorised access
- 1.8.3 maintenance of security data standards and procedures
- 1.8.4 storage of personal information inline with legal requirements
- 1.8.5 destruction of personal information will only be done in compliance with the Australian Privacy Principle Guidelines.

1.9 Accessing Personal Information

People have the right to access their information.

- 1.9.1 Access will be managed inline with the Privacy Act, legislation and regulations.
- 1.9.2 Access will be managed by the authorised office.
- 1.9.3 Notification of a request for access will be given to the Leadership Group for policy review prior to the Board.
- 1.9.4 Where access to information is delayed or declined, written explanation is to be provided to the consumer.

1.10 Declining Access to Personal Information

Circumstances where access to information may be declined include:

- 1.10.1 where access is denied by law
- 1.10.2 where legal proceedings are anticipated or in progress
- 1.10.3 where the information is no longer held by The Hobart Clinic
- 1.10.4 where access could endanger others
- 1.10.5 where access could expose the privacy of others.

1.11 Access to The Hobart Clinic Privacy Policy

This policy will be made available to the public and on request by:

- 1.11.1 providing access to The Hobart Clinic - Privacy Policy through The Hobart Clinic website
- 1.11.2 providing this policy, on request, in hard copy or electronic format.

1.12 Resolving Complaints

The Hobart Clinic will address any concerns or complaints regarding personal information by:

- 1.12.1 providing consumers with clear information about how to lodge a complaint
- 1.12.2 providing staff with clear instructions regarding how to manage a complaint
- 1.12.3 responding to complaints in a timely fashion and in writing
- 1.12.4 reviewing, amending and improving processes, where required, in response to complaints.

1.13 Marketing / Online Data

The Hobart Clinic:

- 1.13.1 may use personal information to directly market services to consumers. Consumers maintain the right to opt out of direct marketing communications.
- 1.13.2 uses Google Analytics on the website (www.thehobartclinic.com.au). No personally identifiable data is collected through Google Analytics.

To provide website visitors with more choice on how their data is collected by Google Analytics, Google have developed the "Google Analytics Opt-out Browser Add-on".

2. Policy Scope

2.1 This policy applies to the Board, members of its Advisory Groups, and all staff and volunteers across all sites.

3. Definitions

3.1 APP

Australian Privacy Principles

3.2 Personal Information

Information or an opinion (including information or an opinion forming part of a database) whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

3.3 Sensitive Information

information or an opinion about an individuals:

racial or ethnic origin

political opinions

membership of a political association

religious beliefs or affiliations

philosophical beliefs

membership of a professional or trade association

membership of a trade union

sexual preferences or practices or

criminal record

that is also personal information, or health information about an individual, or genetic information about an individual that is not otherwise health information.

4. Policy Rationale

4.1 This policy demonstrates the intent of The Hobart Clinic to comply with the Privacy Act, 1988 and all relevant legislation and standards including the Australian Principles of Privacy, 2017.

5. Standards

5.1 National Safety and Quality Health Service Standards, 2nd Edition, 2017.

5.2 The Australian Principles of Privacy, 2017 (Privacy Act, 1988).

6. Responsibilities

6.1 Leadership | Executive

Leadership and Executive are responsible for providing leadership and resources needed to implement and maintain compliance under the Privacy Act, 1988.

6.2 Managers

Managers are responsible for upholding The Hobart Clinic policies and procedures in relation to consumer privacy and confidentiality of consumer information.

6.3 Clinicians and Support Workers

Practitioners are responsible for their compliance with The Hobart Clinic policies and procedures in relation to consumer privacy and confidentiality of consumer information as well as adhering to their relevant professional board, Code of Conduct and related policies pertaining to privacy and confidentiality.

6.4 Administration Staff

All staff are responsible to adhere to the The Hobart Clinic policies and procedures relating to privacy and confidentiality of consumer information.

7. Organisational Related Policy or Procedure

- 7.1 Clinical Governance Framework
- Risk Management Policy
- Healthcare Records and Consent Policy
- Incident and Complaints Management Policy
- Human Resources Policy.

8. Legislation

- 8.1 Privacy Act, 1988 including the Australian Privacy Principles
- My Health Records Act, 2012
- Healthcare Identifiers Act, 2010.

9. Other Relevant Information / Documentation

- 9.1 NA

10. Other and Further Advice

- 10.1 Contact The Hobart Clinic for more information.