



# Spectrum House Privacy Policy

## **Privacy Policy for Management of Personal Information:**

This document describes the privacy policy of Spectrum House for the management of patient/clients' personal information. Spectrum House is bound by the legal requirements of the Australian Privacy Act 1988.

## **Client Information**

Client files are held on secure electronic filing systems which are accessible only to authorised employees. All paper-based reports received by the practice are scanned into this secure system and the original documents destroyed. Previously used paper documents are stored in a secure, locked cabinet. Reports emailed to clients which contain sensitive personal information will be password protected. All staff employed by Spectrum House will undertake annual OAIC e-learning Privacy in Practice modules which re-iterate the importance of the Privacy Act and good privacy management practice. Within Paediatric Health Collective, reception team members are able to access only admin information, as needed.

## **How clients' personal information is collected**

A client's personal information is collected in a number of ways. Our practice angels (receptionists) will ask for details including name, address, contact numbers, general practitioner and Medicare details as well as a brief medical history outlining the purpose of the consultation. The practitioners will ask more detailed information during the consultation and may collect additional information, with the client's informed consent, from other family members, health practitioners and education providers.

## **Purpose of holding personal information**

A client's personal information is gathered for the purpose of being able to provide comprehensive care and for the client to claim relevant rebates (eg medicare rebates) for the service provided. Detailed documentation of the consultation by the practitioners is a legal requirement.

## **Disclosure of personal information**

Information may be disclosed, with the client's prior consent, to be able to:

1. Provide a written report to another professional or agency eg General Practitioners, allied health providers, Centrelink or the National Disability Insurance scheme
2. Discuss the material with another person relevant to the client's care eg another health provider, parent or teacher
3. Provide a letter required by the client's legal team

Client's personal information will not be disclosed without prior consent except in the following circumstances:

1. It is subpoenaed by court; or
2. Failure to disclose would, in the reasonable belief of the practitioner, place a client or another person at serious risk to life, health or safety; or
3. Disclosure is otherwise required by law (for example if there are child protection concerns)
4. Information is required by the professional's medical indemnity provider

Client's information will not be disclosed to overseas recipients.

## **Requests for access and correction to client information**

At any stage, parents may request to see and correct personal information about them kept on file. The practitioner may discuss the contents with them and/or give them a copy, subject to the exemptions in the Privacy Act 1988. If satisfied information is inaccurate, information will be corrected.

## **Concerns**

If clients have a concern about the management of personal information, we encourage them to inform Spectrum House so that their concern can be addressed.

Upon request, they can obtain a copy of the Australian Privacy Principles, which describe their rights and how their personal information should be handled. If clients wish to lodge a formal complaint about the use of, disclosure of, or access to, their personal information, they may do so with the Office of the Australian Information Commissioner by telephone on 1300 363 992 or online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001