

Emergent Health Pty Ltd T/A Care Chiropractic Queensland Privacy Policy

Current as of: 27/06/2022

Introduction

This privacy policy is to provide information to you, our client, on how your personal information (which includes your health information) is collected and used within our practices, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register as a client of our practices, you provide consent for our chiropractors and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding, and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details

Dealing with us anonymously

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.

How do we collect your personal information?

Our practices may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing chiropractic services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:

- your guardian or responsible person
- other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a client's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)

Only people who need to access your information will be able to do so. Other than in the course of providing chiropractic services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

Our practice may use your personal information to improve the quality of the services we offer to our clients through research and analysis of our client's data.

We may provide de-identified data to other organizations to improve population health outcomes. The information is secure, clients cannot be identified, and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. These include:

- paper records
- electronic records
- visual records (X-rays, CT, MRI, photographs)

Our practice stores all personal information securely. Hardcopy files are stored in cabinets only accessible by staff & the archive is in a locked weather proof facility. Digital files are stored both locally and in the cloud which are password protected with 2FA. All staff and contractors sign confidentially agreements regarding the protection of your personal information.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges clients may request access to their medical records. We require you to put this request in writing with your signature and our practice will respond within a reasonable time [maximum 30 days] You may be charged an administrative fee if applicable.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Chiropractic Assistant on shift or email the Practice Manager: practicemanager@carechiropracticqld.com.au

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. Please address all complaints to the Practice Manager and you can expect a response within 30 days.

Practice Manager

Care Chiropractic Queensland

165 Aumuller St

Bungalow, 4870 QLD

T: 0482 697 168

E: practicemanager@carechiropracticqld.com.au

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Privacy and our website

From time to time we may collect personal information via our practice website (www.carechiropracticqld.com.au) or when we interact with you digitally such as via social media or email. The information that is collected via our website is handled by our practice management software so is secured in the cloud. Our social media accounts have limited access and are only accessible by the company Director, Practice Manager and Social Media Assistant. They will only use the personal information provided by you to assist with your healthcare needs.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify you via email and on our website when we amend this policy.