

Privacy Statement

The Royal Flying Doctor Service Goldfields Health Centre is committed to protecting the privacy and confidentiality of your personal and health information

This Privacy Statement explains how we collect, use, store, and disclose your information in compliance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), the Privacy and Responsible Information Sharing (PRIS) Act 2024 (WA), and the Royal Australian College of General Practitioners (RACGP) standards.

PRIVACY INTRODUCTION

The *Privacy Act 1988* (Cth) (Privacy Act), and the Australian Privacy Principles (APPs) govern the way in which we must manage your personal and health information.

This statement sets out the kinds of information we collect about you and why, how we collect, use, disclose and otherwise manage personal information about you. We also outline how you may access your personal information and seek the correction of that information, and how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint.

In general, we ensure fair, open and transparent management of information. In doing so, we:

- collect, use and disclose only the information we need for its intended purpose or to comply with the law
- take reasonable steps to ensure accuracy of information
- collect information about a patient from them direct (where reasonable and practicable)
- regulate access, modification and correction
- ensure appropriate storage and security
- destroy or de-identify information not needed for the intended purpose as soon as we can
- ensure all of our staff and authorised third parties are aware of privacy expectations
- acknowledge that people with vision or hearing impairments, and culturally and linguistically diverse people, may require special consideration

WHAT WE COLLECT AND WHY

We collect and use your personal and health information for the purpose of providing and managing your healthcare, including assessing, diagnosing, treating and coordinating your health conditions and ongoing healthcare, and to communicate with you in relation to the health service being provided to you. We also use it for directly related business activities, such as:

- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, and management of our ITC systems
- for consultations with other doctors and allied health professionals involved in your healthcare
- communication with government and regulatory bodies such as Medicare, Department of Veteran's Affairs (DVA) etc.
- to obtain, analyse and discuss test results from diagnostic and pathology laboratories
- financial claims and payments
- practice audits, accreditation, and business processes such as staff training
- investigation and response to complaints, feedback and incidents
- de-identified research and teaching activities

Our practice will need to collect your personal and health information to provide healthcare services to you.

This may include:

- 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), DVA and other government identifiers for identification and claiming purposes
- Healthcare identifiers and health fund details
- Other health information about you, including but not limited to:
 - notes of your symptoms or diagnosis and the treatment given to you
 - your specialist reports and test results
 - your appointment and billing details
 - your prescriptions and other pharmaceutical purchases
 - your dental records
 - your genetic information
 - any other information about you including sensitive information about your race, cultural background, sexuality or religion
 - information and correspondence from other healthcare providers involved in your care
 - employment history and fitness for work information

Patients can choose not to provide a specific detail, and this may reduce our ability to provide services – although we will always do our best regardless.

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 WE COLLECT YOUR INFORMATION AND CONSENT

We generally collect personal information from you directly when you provide your details to us. The information we collect may be gathered through various methods.

- When you make your first appointment, our practice staff will collect your personal, demographic and any medical information via the New Patient Information Form.
- During the course of providing medical services, we may collect further personal information; including medical test results, consultation notes, Medicare details, data collected from observations and conversations with you, and

includes information obtained from other healthcare providers (e.g., specialist correspondence).

- 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.
- 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 DVA (as necessary)

When you register as a patient of our practice, you provide consent for our GPs and practice staff to collect, access and use your personal information so they can provide you with the best possible healthcare. You have the right to refuse or withdraw consent for certain uses; however, this may affect the care we can provide.

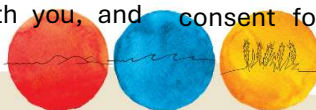
Except as otherwise permitted by law, we only collect sensitive information about you, if you consent to the collection of the information and if the information is reasonably necessary for the performance of our functions (including for the provision of health services), as set out above.

Consent may be implied by the circumstances existing at the time of collection. There may also be circumstances where we may collect sensitive information without your consent, as required or authorised by law (including where an exception applies under the APPs).

Only staff who need to see your personal information will have access to it. If we need to use your information for any other purpose, we will seek additional consent from you to do so.

SHARING YOUR PERSONAL INFORMATION WITH THIRD PARTIES

Your information will only be used or disclosed, with your consent for the primary purpose of providing you



healthcare and for directly related secondary purposes as outlined below. 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
- with other healthcare providers involved in your care during the course of providing medical services
- 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 patient'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 to the Department of Health)

Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your explicit consent.

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

Our practice or affiliated Royal Flying Doctor Service organisations may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data. We may provide de-identified patient data to other organisations to advance our healthcare services and improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia.

You may opt out of this at any time by notifying our practice in writing.

OVERSEAS DISCLOSURE

We will not share your personal information with anyone outside Australia other than what is disclosed in this statement, or where permitted by law without your consent.

We may disclose your personal information to the following overseas recipients:

- any practice or individual who assists us in providing services (such as where you have come from overseas and had your health record transferred from overseas or have treatment continuing from an overseas provider)
- overseas based cloud storage
- anyone else to whom you authorise us to disclose it

STORAGE AND SECURITY OF PERSONAL INFORMATION

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

- Paper records
- Digital and electronic records via our patient management software
- Visual records (such as X-rays, CT scans, audio, videos and photographic records)

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ACCESS AND CORRECTION OF YOUR PERSONAL INFORMATION

You have the right to seek access to, and correction of the personal information that we hold about you.

You may access the personal information we hold about you, upon making a written request. We will respond to your request within a reasonable period. We may charge you a reasonable fee for processing your request (but not for making the request for access).

We may decline a request for access to personal information if we are unable to confirm your identity or otherwise circumstances prescribed by the Privacy Act, and if we do, we will give you a written notice that sets out the reasons for the refusal (unless it would be unreasonable to provide those reasons).

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. If, upon receiving access to your personal information or at any other time, you believe the personal information we hold about you is inaccurate, incomplete or out of date, please notify us immediately.

If we refuse to correct your personal information, we will give you a written notice that sets out our reasons for our refusal (unless it would be unreasonable to provide those reasons), including details of the mechanisms available to you to make a complaint.

More for information, queries or concerns about our privacy policy or the way we handle your personal information, please contact our Practice Manager at:

Postal address: Suite 5, 158 Egan St Kalgoorlie WA 6430

Email address: info@goldfields.rfdswahealth.com.au

Telephone: 1800 964 325

HOW TO MAKE A COMPLAINT

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns or complaints you may have in writing to our Privacy Officer. We will take reasonable steps to investigate the complaint and response to you.

The Privacy Officer
RFDS Western Operations
T 08 9417 6300
F 08 9417 6309
E westops@rfdswa.com.au
A 3 Eagle Drive, Jandakot WA 6164

If after this process you are not satisfied with our response, you can submit a complaint to the Office of the Information Commissioner.

The Office of the Australian Information Commissioner

W www.oaic.gov.au/privacy/privacy-complaints

E enquiries@oaic.gov.au

F 02 9284 9666

A GPO Box 5218, Sydney NSW 2001

For more information about privacy in general, you can visit the Office of the Information Commissioner's website at www.oaic.gov.au

