



BARRY HAWES & ASSOCIATES PODIATRISTS PRIVACY POLICY.

Overview

Barry Hawes & Associates Podiatrists is committed to complying with:

- *Privacy Act 1988*
- *Australian Privacy Principles 2014*, and;
- The privacy provisions of all applicable legislation.

This privacy policy covers all personal information we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected from people through our office, over the phone and over the Internet.

Collecting information

When we collect personal information from an individual, we will ensure that we do so in a fair manner and that we let the individual know where and how to contact our organisation. We will only collect information that is necessary for one or more of our functions or activities.

We will advise individuals of the purpose for which their personal information is collected.

If we collect sensitive information (as defined under the Act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes, other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

Where an individual chooses not to provide requested information, we will advise that individual of what consequences this non-disclosure may have. For example, withholding certain information may limit our ability to provide relevant offers or services to individuals.

Confidentiality

All information obtained during your treatment is kept confidential and secure, except when:

- It is subpoenaed by a court;
- Failure to disclose the information would place you or another person at risk of harm; or
- Your prior approval has been obtained to:
 - Provide a written report to another professional or agency—e.g. to a doctor or lawyer; or
 - Discuss the material with another person—e.g. a parent or employer.

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Suite 1 Trinity House
43 Minchinton Street
Caloundra Q 4551
T. [07] 5491 3987
F. [07] 5491 8271

PO Box 141
Golden Beach Q 4551

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T/A Barry Hawes &
Associates Podiatrists
ABN 82 151 371 292

If you claim rebates from funding bodies, we may be required to provide summary reports to referring doctors, specialists and/or agencies regarding your progress.

Health research using de-identified data may be undertaken by this practice or by funding bodies, which you consent to as a patient of this practice.

Disclosing information

We will only disclose personal information in accordance with the *Privacy Act 1988, Australian Privacy Principles 2014*, and the privacy provisions of all applicable legislation.

This means that personal information may be disclosed:

- For the purposes for which we have advised that we are collecting it, and for related purposes that the individual would reasonably expect;
- Where we have the consent of the individual to do so;
- As required by law, or;
- Under other circumstances where permitted under the Act.

In the course of our business activities, we may need to disclose some of your personal information to relevant staff.

Unauthorised disclosure or access

As Barry Hawes & Associates Podiatrists is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

Information storage and security

Barry Hawes & Associates Podiatrists is committed to personal information being managed confidentially and securely. We use Genie Solutions Practice Management Software to store personal information, clinical notes and billing records. Your personal information can only be accessed by our staff with their unique username and password that gives them a level of access specific to their role. Our clinical and billing systems are regularly audited to ensure staff compliance with legislative, policy and practice requirements.

All staff members have been trained in our privacy policy and guidelines and in our practice management software policy and procedures in order to maintain the highest possible level of information security.

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We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

Access to personal information

Individuals will be able to access their personal information upon request, however, Barry Hawes & Associates Podiatrists may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

Security

Our goal is to protect the personal information collected by Barry Hawes & Associates Podiatrists and its associations. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

Data quality

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up-to-date, and has been obtained directly from individuals or other reputable sources.

Opt- out

We do not contact individuals for the purpose of advertising, however, we will always provide individuals with a nil-cost way of contacting us to register a request to “opt-out” from receiving any recalls or product offers.

Privacy enquiries

Privacy related enquiries or concerns can be directed to Rob or Natalie Wotton (proprietors), who can be contacted via e-mail on rob@barryhawespodiatry.com.au, via phone on (07) 5491-3987 or in writing at PO Box 141, Golden Beach, QLD 4551.

Availability and review of policy

We will make our privacy policy available upon request in print and will provide a link to this policy from our website.

This policy will be reviewed from time to time and any amendments will be incorporated into the updated policy.

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