

# Hobart and Kingston Chiropractic Centres

## Privacy Policy 2020

The Reception and Professional Staff (Chiropractors, Massage Therapists, and support Staff), recognise the importance of protecting your personal information. As a result of the changes to the Privacy Act 1988 taking effect from the 12<sup>th</sup> March 2014 we want to provide an updated notice around managing your personal information. Our Practice is required under the Act to notify you of certain privacy matters around time of collecting information (typically when presenting as a new patient or representing after an absence). The matters are contained below which relate to collecting this information. Unless you notify us otherwise we assume that you have read this notice and that you have no objections to the way that we handle your personal information as set out in this notice (which includes contacting you via email or telephone when there is a clinical need or a need to distribute News Letters and updates of information).

### ***Privacy Notice***

**Why do we collect your private information?** We collect personal information to establish your identity, health complaints, your medical history, related information regarding family members and other health practitioners so that we may be able to properly establish your history, appropriate examination, diagnosis and ensure that where needed we can liaise effectively with your other health practitioners to achieve the best outcome for you. We collect contact information so that as we deem necessary we can contact you regarding any of our clinical or administrative matters or to keep you informed of events and activities that may be of advantage to you.

**How do we collect your personal information?** Unless unpractical to do so we would normally collect information directly from you when presenting as a new patient or when there is a change in your circumstances, or when you represent after an absence. Information about you may also be derived from other health practitioners or copies/summaries of information obtained from other health services (x-ray services, pathology) provided that you have agreed to do so in alignment with this notice.

**What can happen if you don't provide us with your information?** If you do not provide information we request then our ability to effectively administer and provide effective, safe, successful help, advice and care for you may be compromised and we may withdraw our services.

**To whom can we disclose your personal information?** Our Practice will disclose personal information to third Parties as required by Law, (Medicare, Courts, DVA, and MAIB). We may also disclose your information when acting upon your behalf in communications with other health practitioners that you currently utilise or other health practitioners or services that we are seeking further clinical advice from. Your personal information will be utilised as necessary to manage your health care needs and our administrative purposes amongst employed and retained staff and contractors. Your personal information is retained and stored in a safe and confidential manner.

**How can I access and correct my personal information or resolve my privacy issues?** If you wish to seek access to or correct your personal information that we have collected from you please contact us by telephone or email. If you have a dispute please contact us in the first instance.

You may have information about you or any contents of your clinical notes. Your file can be released at your request to another individual or organisation with your written authority. (Your written authority will require your, name, date, to whom the information is released, what is to be released and authenticated by a signature.) Information is required to be provided by us on a regular basis to your health fund, electronic eftpos and hicaps agencies and also to collection agencies as part of the normal administrative process. You may also have personal information that we may hold about you that you may request and can be subject to certain exceptions or exemptions. If you request access to your personal information, we will provide a copy for you, given due notice and are entitled to charge a fee for this. For any disputes or other information call the Privacy Commissioner on 1300363992.