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## AUSTRALIAN PRIVACY PRINCIPLES (APP) POLICY

### PART A – PURPOSE AND CONTEXT

- 1.0 South East Dermatology is committed to ensuring the privacy and confidentiality of all personal information affiliated with South East Dermatology's business undertakings.
- 1.1 South East Dermatology follows the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (**APPs**) as per schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth), forming part of the *Privacy Act 1988* ('the Act').
- 1.2 The purpose of this Privacy Policy is to clearly communicate how South East Dermatology collects and manages personal information.
- 1.3 The point of contact regarding any queries regarding this policy is John Campbell ([john@sebderm.com.au](mailto:john@sebderm.com.au)).

### PART B – AUSTRALIAN PRIVACY PRINCIPLES

- 2.0 As a private sector health service provider and under permitted health situations, South East Dermatology is required to comply with the APPs as prescribed under the Act.
- 2.1 The APPs regulate how South East Dermatology may collect, use, disclose and store personal information and how individuals, including South East Dermatology's patients may:
- address breaches of the APPs by South East Dermatology;
  - access their own personal information; and,
  - correct their own personal information.
- 2.2 In order to provide patients with adequate health care services, South East Dermatology will need to collect and use personal information. It is important to be aware that if the patient provides incomplete or inaccurate information or the patient withholds personal health information South East Dermatology may not be able to provide said patient with the services they are requesting.
- 2.3 In this Privacy Policy, common terms and definitions include:
- **"personal information"** as defined by the *Privacy Act 1988* (Cth). Meaning *"information or an opinion including information or an opinion forming part of a database, whether true or not,*

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*and whether recorded in a material format or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion"; and,*

- **"health information"** as defined by the *Privacy Act 1988 (Cth)*. This is a particular subset of "personal information" and means information or an opinion about:
  - the health or a disability (at any time) of an individual;
  - an individual's expressed wishes about the future provision of health services to him or her; or,
  - a health service provided or to be provided to an individual.

2.3.1 Personal information also includes **'sensitive information'** which is information including, but not limited to a patient's:

- race;
- religion;
- political opinions;
- sexual preferences; and or,
- health information.

2.3.2 Information deemed **'sensitive information'** attracts a higher privacy standard under the Act and is subject to additional mechanisms for the patient's protection.

## **PART C – TYPES OF PERSONAL INFORMATION**

3.0 South East Dermatology collects information from each individual patient that is necessary to provide said patient with adequate health care services.

3.1 This may include collecting information about a patient's health history, family history, ethnic background or current lifestyle to assist the health care team in diagnosing and treating a patient's condition.

3.2 South East Dermatology will reasonably request photographs of patient's conditions for the purposes of monitoring conditions, research and will only do so upon prior written consent from the patient. All photographs are electronically stored and placed with the patient's file. For research purposes all photographs will be de-identified to ensure the privacy of the patient is maintained.

## **PART D – COLLECTION & RETENTION**

4.0 This information will in most circumstances be collected directly from you via treatment form, medical consult form, face to face consultation etc.

4.1 In other instances, South East Dermatology may need to collect personal information about a patient from a third party source. This may include:

- relatives; or,
- other health service providers.

4.2 This will only be conducted if the patient has provided consent for South East Dermatology to collect his/her information from a third party source; or, where it is not reasonable or practical for South East Dermatology to collect this information directly from said patient. This may include where:

- the patient's health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.

4.3 South East Dermatology endeavours to store and retain a patient's personal & health information in hard copy on site, and/or electronically onto a domestic server.

## **PART E – PURPOSE OF COLLECTION, USE & DISCLOSURE**

5.0 South East Dermatology only uses a patient's personal information for the purpose(s) they have provided the information for unless one of the following applies:

- the patient has consented for South East Dermatology to use his/her information for an alternative or additional purpose;
- the disclosure of the patient's information by South East Dermatology is reasonably necessary for the enforcement of criminal law or a law imposing a penalty or sanction, or for the protection of public revenue;
- the disclosure of the patient's information by South East Dermatology will prevent or lessen a serious and imminent threat to somebody's life or health; or,
- South East Dermatology is required or authorised by law to disclose your information for another purpose.

**i. *Health Professionals to provide treatment***

During the patient's treatment at South East Dermatology he/she may be referred to alternative medical treatment/services (i.e. pathology or radiology) where South East Dermatology's staff may consult with senior medical experts when determining a patient's diagnosis or treatment.

South East Dermatology's staff may also refer the patient to other health service providers for further treatment during and following the patient's admission (i.e. physiotherapist or outpatient or community health services).

These health professionals will be designated health service providers appointed to use the patient's health information as part of the process of providing treatment. Please note that this process will be conducted whilst maintaining the confidentiality and privacy of the patient's personal information.

**ii. *Alternative Health services***

At any point a patient wishes to be treated by an alternative medical practitioner or health care service that requires access to his/her personal/health information South East Dermatology requires written authorisation. This written authorisation is to state that the patient will be utilising alternative health services and that these health services have consented for a transfer of personal/health information.

**iii. *Other Third Parties***

South East Dermatology may provide your personal information regarding a patient's treatment or condition to additional third parties. These third parties may include:

- parent(s);
- child/ren;
- other relatives;
- close personal friends;
- guardians; or,
- a person exercising a patient's power of attorney under an enduring power of attorney.

Where information is relevant or reasonable to be provided to third parties, written consent from the patient is required.

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Additionally, the patient may at any time wish to disclose that no third parties as stated are to access or be informed about his/her personal information or circumstances.

**iv. Other Uses of Personal Information**

In order to provide the best possible environment in which to treat patients, South East Dermatology may also use personal/health information where necessary for:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
- invoicing, billing and account management;
- to liaise with a patient's health fund, Medicare or the Department of Veteran's Affairs, as necessary; and,
- the purpose of complying with any applicable laws – i.e. in response to a subpoena or compulsory reporting to State or Federal authorities.

5.1 If at any point or for any of the aforementioned reasons South East Dermatology uses or discloses personal/health information in accordance with the APPs, South East Dermatology will provide written notice for the patient's consent for the use and/or disclosure.

**PART F – ACCESS AND CHANGES TO PERSONAL INFORMATION**

6.0 If an individual patient reasonably requests access to their personal information for the purposes of changing said information he/she must engage with the relevant practice manager.

6.1 The point of contact for patient access to personal information is:

John Campbell

Practice Manager

Phone 07 3843 0577

Email [John@sebderm.com.au](mailto:John@sebderm.com.au)

Day on duty Tuesday

6.2 Once an individual patient requests access to his/her personal information South East Dermatology will respond within a reasonable period of time to provide said information.

6.3 All personal will be updated in accordance to any changes to a patient's personal circumstances brought to South East Dermatology's attention. All changes to personal information will be subject to patient's consent and acknowledgement.

6.4 If an individual requests access to his/her personal information South East Dermatology will charge \$X.

## **PART G – COMPLAINTS HANDLING**

7.0 How an individual patient may complain about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds the entity, and how the entity will deal with such a complaint.

## **PART H – PERSONAL INFORMATION AND OVERSEAS RECIPIENTS**

8.0 Use of Overseas Parties:

(a) South East Dermatology does not engage with any overseas entities, with which personal or health information would be transferred, appointed or disclosed.

## **PART I – DISPOSAL OF PERSONAL/HEALTH INFORMATION**

9.0 If South East Dermatology receives any unsolicited personal information that is not deemed appropriate for the permitted health situation, South East Dermatology will reasonably de-identify and dispose of said information accordingly.

9.1 If South East Dermatology holds any personal or health information that is no longer deemed relevant or appropriate for the permitted health situation, South East Dermatology will reasonably de-identify and dispose of said information accordingly.

## **PART J – ACCESS TO POLICY**

10.0 South East Dermatology provides free copies of this Privacy Policy for patients and staff to access, which can be/will be located/provided:

[www.sebderm.com.au](http://www.sebderm.com.au)

Staff Manual

Hard Copies provided upon request

**PART K – REVIEW OF POLICY**

- 11.1 South East Dermatology in accordance with any legislative change will review the terms and conditions of this policy to ensure all content is both accurate and up to date.
  
- 11.2 Notification of any additional review(s) or alteration(s) to this policy will be provided to patients and staff within 1 months notice. If change occurs patients and staff are required by South East Dermatology to review/sign/acknowledge in writing etc. this Privacy policy.

**PART L – PATIENT ACKNOWLEDGEMENT**

I .....(patient name), acknowledge that I have read the aforementioned Privacy and Confidentiality Policy and understand the requirements of [South East Dermatology] and myself in how to manage my personal information whilst attending [South East Dermatology].