

Privacy Policy

Introduction

This privacy policy is to provide to you information on how your personal information (which includes your health information) is collected and used within this practice, and the circumstances in which we may share it with others.

Why and when your consent is necessary

When you become a patient of this practice, you provide consent for MTHFR Support practitioners and reception staff to access and use your personal information so we can provide you with the best possible health care. 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 consent from you to do this. If you do not provide this information; we may be unable to treat you.

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

This practice will need to collect your personal information to provide quality health care services to you. The main purpose for collecting, using, holding, and sharing your personal information is to thoroughly assess and manage your health needs. We also use it for administrative purposes of the practice, which may include, billing, directly related business activities, payments, or practice audits.

What personal information do we collect?

The information collected about you includes your:

- Name, date of birth, addresses, contact details, occupation
- Medical information including presenting complaint, medical history, current and previous medications, known allergic reactions, adverse events, past and family history, relevant lifestyle history, risk factors, findings from pathology tests or other investigations.

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?

This practice may collect your personal information in several different ways.

1. When you make your first appointment we will collect your personal and demographic information via your registration.
2. During the course of providing health care 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 health care providers (such as your GP or 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 will only disclose your personal information for the purpose or purposes of consultation with another practitioner or as otherwise permitted by law and only with your consent. This may include disclosure of information to your doctors or other health professionals. In the case of insurance or compensation claim it may be necessary to disclose and or collect information that concerns your return to work to an insurer or your employer.

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

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

This practice may use your personal information to improve the quality of the services offered to patients through research and analysis of patient data.

How do we store and protect your personal information?

We take responsible steps to protect the personal information we hold against misuse, interference, loss, unauthorised access, modification and disclosure. Your personal information

may be stored at our practice in various forms including electronic records, photos, audio and video recordings with your consent.

This practice stores all personal information securely in electronic format that are password secured, and staff and contractors are bound by confidentiality agreements. Personal information that is no longer required is securely destroyed or de-identified.

What steps do we take to prevent a data breach?

A data breach is a type of security incident where personal, sensitive or confidential information normally protected is deliberately or mistakenly copied, sent, viewed, stolen or used by an unauthorised person or parties.

We will take reasonable steps to reduce the likelihood of a data breach occurring including storing personal information securely and accessible only by authorised staff. If we know or suspect your personal information has been accessed by unauthorised parties, and we think this could cause you harm, we will take reasonable steps to reduce the chance of harm and advise you of the breach, and if necessary the Office of the Australian Information Commissioner.

How can you access and correct your personal information?

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

This practice acknowledges patients may request access to their medical records. We require you to put this request in writing identifying yourself and your date of birth, and we will respond within 7 days.

We 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 is correct and current. You may also request that we correct or update your information, and you should make such requests in writing identifying yourself and your date of birth, and we will respond within 7 days.

How can you lodge a privacy-related complaint, and how will the complaint be handled at this practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. Privacy-complaints contact:

info@mthfrsupport.com.au

PO Box 1265, Neutral Bay Junction, NSW 2089

You may also contact the Office of the Australian Information Commissioner (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.

Collection Statement

Personal Information is information that identifies an individual. Examples of Personal Information you may provide us:

- your name, address, email address, phone numbers
- Blood tests and other related health tests

This Personal Information is obtained when you as a patient access our website and/or provide personal information to us as part of an online booking, form submission, or invoice payment.

The Personal Information we collect from you is collected as part of us providing our services, and is used purely in the provision of services to your healthcare practitioner, as per our privacy policy it is not shared or distributed with other individuals or businesses. Personal information you provide us may be used for internal marketing purposes, with your consent.