



Privacy policy: a possible template

**OUR COMMITMENT TO YOUR PRIVACY**

**January 2020**

Privacy Policy of *[Insert name of your practice; make it clear whether this policy covers   
just a sole practice or whether it extends to a larger entity or a group of practices]*

Our commitment to your privacy

We are committed to handling personal information about you, including health information about you, in accordance with the requirements of the Commonwealth Privacy Act 1988.

In this Policy, we explain:

* what kind of information we collect and hold about you
* how and why we collect it
* what we do with that information and who we share it with (and when)
* your right to seek access to, and if required correction of, the records we hold about you
* your right to make a privacy complaint, to us and others
* whether we are likely to disclose information about you to overseas recipients.

What kind of personal information do we collect about you?

We collect and hold the following kind of information about you:

* your name, address, date of birth, email and contact details
* information about your family or relatives
* information about other health professionals involved in your care
* any government identifiers such as Medicare number, DVA number. However,   
  we do not use these for the purposes of identifying you in our practice
* other health information about you such as: a record of your symptoms, your relevant medical history, the diagnosis made and the treatment we give you:
  + specialist reports
  + test results
  + your appointment and billing details
  + your prescriptions
  + your healthcare identifier
  + your help fund details
  + other information about you collected for the purposes of providing care to you.

How do we collect and hold your personal information?

We will generally collect personal information about you in these ways:

* directly from you when you give us your details (eg, face-to-face, over the phone,   
  via registration form or an online form)
* from a person responsible for you
* from a third party where we are permitted by law to do that (eg. other health care professionals involved in your care, from your health insurer, from the My Health Record system etc.).

Why do we collect and use information about you?

We primarily collect and use personal information about you to provide our physiotherapy services to you and to communicate with you and others involved in your care in relation to those services.

We also sometimes use that information for other purposes, including:

* to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our IT systems and
* to conduct accreditation, quality assurance or internal audits.

When and why might we share information about you with others?

We may disclose information about you to others outside of our practice as permitted or required   
under law. This will include situations where we disclose information about you in order:

* to comply with our legal obligations (eg. mandatory reporting under legislation,   
  responding to a court order or subpoena)
* to consult with other health professionals involved in your healthcare
* to get test results from diagnostic and pathology services
* to claim on insurance
* to communicate with your health fund, with government and other regulatory   
  bodies such as Medicare
* to help us manage our accounts and administrative services (eg. billing or debt recovery, arrangements with health funds, pursuing unpaid accounts etc.)

*[note to physiotherapist: if you use the My Health Record, you might want to add a reference to it here eg, ‘if you have My Health Record, to upload and to download personal information about you from it’.*

* to lessen or prevent a serious threat to a patient’s life, health or safety or a serious threat to public health or safety
* to help in locating a missing person
* to establish, exercise or defend an equitable claim through the My Health Record
* to prepare the defence of anticipated or existing legal proceedings
* to discharge notification obligations to liability insurers.

Your right to seek access to and to seek correction of the information we hold about you

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

*[Note to physiotherapist: if you propose to charge for giving access, you will need to mention this   
here eg, ‘We will usually charge a small fee for giving access’.]*

We will normally respond to your request within 30 days. To make the request, you should contact   
*Note to physiotherapist — insert details here, or direct the reader to the contact details which need to appear later in this document] in writing [note to physiotherapist: by law, an access request does not have to be in writing; a verbal request will often be enough. But it might be more efficient from a practice perspective to have a paper trail, particularly if there’s going to be some sensitivity or controversy surrounding access issues].*

If you think that the information we hold about you is not correct, let us know in writing. 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 may also ask you to verify that the information we hold about   
you is correct and current. And please notify us if and when your contact details change   
(see ‘how to contact us’).

Security: how we hold your personal information

We take reasonable steps to protect the information we hold about you. These are designed to   
prevent unauthorised access, modification or disclosure and to prevent misuse and loss.   
This includes:

*[Note to physiotherapist: provide some details here of how you hold information about your patients and what steps you take to hold it securely. Examples that might apply to your practice include:*

* holding information in a lockable cabinet
* holding information on an encrypted database
* holding information in secure cloud storage
* getting staff to sign confidentiality documents
* providing staff with training or induction etc. about confidentiality and (in particular)   
  security issues
* access to information restricted on a ‘need to know’ basis and
* strong password protections when accessing the information on a computer.

Your right to receive treatment from us anonymously   
(or by using a pseudonym)

Where it is lawful and practicable for us to do so, you can be treated anonymously or through use   
of a pseudonym (a name other than yours).

Disclosing information about you overseas

*[Note to physiotherapist: if you will not be disclosing patient information overseas,   
or are unlikely to do so, use this text]*   
We do not propose to disclose information about you to anyone overseas. If we want to transfer   
your personal information overseas, we will first seek your consent, unless we are required by   
law to do the transfer.

*[Note to physiotherapist: if you do or might disclose information about the patient overseas,   
you need to let the patient know. For instance:]*   
We may disclose your personal information to the following overseas recipients:

* any health professional who helps us to provide our physiotherapy services to you   
  (eg. health professionals who treated you when you were overseas) or anyone else you authorise us to contact
* overseas cloud-based storage
* *[Note to physiotherapist: add any other overseas recipients to whom you disclose information about the patient. Note, the routing of personal information in transit through an overseas-based server is not — of itself — ‘disclosure’ under privacy law. You therefore do not need to mention that. But if the patient information ultimately ends up with an overseas recipient, you need to mention that].*

If you have a privacy-related concern about us

If you have concerns about the way we’ve handled your privacy, let us know. You should do that in writing. We will then try to respond to you within 30 days.

If you are not satisfied with our response, you can refer your complaint to the Office of the   
Australian Information Commission, whose contact details are:

Phone: 1300 363 992  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Post: GPO Box 5218 Sydney New South Wales 2001

Website: <https://www.oaic.gov.au/privacy/privacy-complaints/>

Updating this policy

We will update this policy from time to time, to reflect any changes in our information-handling   
practices or the law or both.

We will notify you of changes to the policy by   
[*Note to physiotherapist: think about the most efficient way to bring the policy changes to the attention of your patients, and then add in text to spell that out here. By displaying the updates at the reception desk? By posting it on your website, if you have one?].*

How to contact us

To contact us about any privacy related issues, please approach:   
*[Note to physiotherapist: insert contact details for privacy contact officer here. Of course, that person’s identity might change over time. If you can, think about creating a generic “privacy@…” email address to make sure that even after staff change, there is still some way for patients to get in touch easily, and without having to go beyond reading this document].*