

# North Shore Medical Centre

## privacy policy – web extract

Current as of: 22<sup>nd</sup> February 2017

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. 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 additional consent from you to do this.

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

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

### 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.

### Privacy and our website

We endeavor to ensure our website is as secure as possible; however, users need to be aware that the internet is not always a secure medium. North Shore Medical Centre and its associates take no liability for any interference or damage to a user's computer system, software or data occurring in connection with our website. We strongly recommend user's take appropriate measures to ensure their computer is protected against third party interference whilst on the web.

**Click trails** record the paths taken by visitors through the website. This information is generally recorded against IP address and may be possible to correlate by computer. In most cases click trail data is not directly individually identifiable. The information Click Trails records includes but is not limited to:

- the type of browser you are using
- the date and time of your visit
- your IP address
- the address of the website that referred you to ours
- the addresses of pages accessed and any documents downloaded

We collect click trail data:

- to measure and monitor the performance of our website
- to estimate interest in our products and service
- to refine and update our websites content
- to monitor our website for violations of the terms of use or any applicable laws by visitors

**Cookies** are electronic tokens containing small amounts of information that are passed between a web browser and server. They are used to maintain session state between pages or retain information between visits if you return to the website at a later time. We use cookies to correlate passive activity tracking data as well as to authenticate supply of information such as enquiries and comments to minimize malicious or spam traffic.

We may disclose your personal information to third parties, and you consent to us disclosing your personal information to third parties, under the following circumstances;

- as part of a sale of all or part of our business
- when explicitly authorized to do so by yourself at the time you supply the information
- as required or authorized by any applicable law
- as part of any investigation by us into you or your activity on our website
- if we have reason to believe that you have committed a breach of any of our terms of use or have been otherwise engaged in any unlawful activity and we reasonably believe that disclosure is necessary (including to the Police or any other enforcement body, or to your Internet Service Provider or network administrator)
- to lessen or prevent a serious threat to a person's health or safety

You may **opt out** from the correlation of passive activity data by turning off cookies in your browser.

Our practice stores all personal information securely in protected information systems, guarded by regularly reviewed information technology security measures including but not limited to; password protection, firewalls, encryption of data in transit and secured servers.

It is a Policy of North Shore Medical Centre that all staff working in any capacity at the practice sign a Confidentiality Agreement at time of employment.

We take all reasonable steps to ensure that the personal information we hold is not lost, misused, or inadvertently provided to unauthorized third parties.

You must ensure the security and confidentiality of any username and/or password used by yourself to access our website. You agree that you will be held responsible for all activities which occur under your username and password. You agree that we are not responsible for the privacy or security practices of any third party and that the collection and use of your information by third parties may be subject to separate privacy and security policies.

If you suspect any misuse or loss of, or unauthorised access to your personal information, please contact us immediately.

## How to contact us

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

If you have any questions or complaints about how we collect, use, disclose, manage or store your personal information, or would like to request access or changes to the information we hold, please contact us in writing: Practice Manager, PO Box 9547, Pacific Paradise 4564

If you would rather discuss your concerns outside of the practice, you may prefer to contact the Queensland Government Centre for handling complaints, Office of the Health Ombudsman (OHO); GPO Box 13281 George St, Brisbane QLD 4003. Telephone: 133646, Website: [www.oho.qld.gov.au](http://www.oho.qld.gov.au), Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

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](http://www.oaic.gov.au) or call the OAIC on 1300 336 002

## Policy review statement

We are bound by the National Privacy Principles contained in the Commonwealth Privacy Act 1988.

We may, from time to time, review and update this privacy policy, including taking account of new or amended laws, new technology and/or changes to our operation. All personal information held by us will be governed by the most recently updated policy.

This Privacy Policy was last update on:

22<sup>nd</sup> February 2017.