We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the relevant privacy legislation

This Privacy Statement should be considered in conjunction with the University’s Information Privacy Policy and Procedure, which can be accessed from:

<http://policy.federation.edu.au/information_management_and_infrastructure/privacy/information_privacy/ch01.php>

<http://policy.federation.edu.au/information_management_and_infrastructure/privacy/information_privacy/ch03.php>

These documents explain how the University collects, uses and discloses your personal information, how you may access that information, how you may seek the correction of any information and how you may make a complaint about a breach of privacy legislation.

This Privacy Statement is current from September 2014. From time to time we may make changes to our processes and systems in relation to how we handle your personal information. We will update this Privacy Statement to reflect any changes.

**Collection**

We collect information that is necessary and relevant to provide you with medical care and treatment, and manage our Health Centre. This information may include your name, address, date of birth, gender, health information, family history, credit card and direct debit details and contact details. This information may be stored on our computer medical records system and/or in hand written medical records.

Wherever practicable we will only collect information from you personally. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals and other health care providers.

We collect information in various ways, such as over the phone or in writing, in person in our Health Centre or over the internet if you transact with us online. This information may be collected by medical and non-medical staff.

In emergency situations we may also need to collect information from your relatives or friends.

We may be required by law to retain medical records for certain periods of time depending on your age at the time we provide services.

**Use and Disclosure**

We will treat your personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your care and treatment, or in ways that you would reasonably expect that we may use it for your ongoing care and treatment. For example, the disclosure of blood test results to your specialist or requests for x-rays from a radiologist.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. For example, to Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals or debt collection agents. We may also from time to time provide de-identified statistical data to third parties for research purposes.

We may disclose information about you to other sections of the University and contractors to carry out activities on our behalf, such as information technology and finance. Security and confidentiality requirements are imposed on how they handle your personal information. Outside contractors are required not to use information about you for any purpose except for those activities we have asked them to perform.

**Data Quality and Security**

We will take reasonable steps to ensure that your personal information is accurate, complete, up to date and relevant. For this purpose our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you in incorrect or out of date.

Personal information that we hold is protected by:

* securing our premises;
* placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure; and
* providing locked cabinets and rooms for the storage of physical records.

**Corrections**

If you believe that the information we have about you is not accurate, complete or up-to-date, we ask that you contact us in writing (see details below).

**Access**

You are entitled to request access to your medical records. We request that you put your request in writing and we will respond to it within a reasonable time.

There may be a fee for the administrative costs of retrieving and providing you with copies of your medical records.

We may deny access to your medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

**Complaints**

If you have a complaint about the privacy of your personal information, we request that you contact the University Privacy Officer by telephone on (03) 5327 9021 or email [privacyofficer@federation.edu.au](mailto:privacyofficer@federation.edu.au).

If you are dissatisfied with the University’s handling of a complaint or the outcome you may make an application to the Victorian Commissioner for Privacy and Data Protection via telephone on 1300 666 444, online at <https://www.privacy.vic.gov.au/domino/privacyvic/web2.nsf/pages/making-a-complaint> or in person at Level 6, 121 Exhibition Street, Melbourne VIC 3000.

Complaints may also be directed to the Victorian Health Services Commissioner via telephone on 1300 582 113, online at <http://www.health.vic.gov.au/hsc/complaint.htm> or in person at Level 26, 570 Bourke Street, Melbourne VIC 3000.

**Overseas Transfer of Data**

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

**Contact**

Please direct any queries, complaints, requests for access to medical records to:

Mary Madden, Practice Manager/Campus Nurse

[m.madden@federation.edu.au](mailto:m.madden@federation.edu.au) or phone 53279476