



Dr. Nicholas Jufas Privacy Policy

Current as of: 15th January 2018

Dr Nicholas Jufas' practice¹ is committed to providing quality health care. We recognize the importance of your personal information and are committed to respecting your privacy and using your information in the endeavor of your health care. The practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act').

This privacy policy is to inform you of how your personal information will be collected and used within the practice. It will explain the types of information that are collected, why this is done and the procedures and methods used to collect, use, disclose and hold that information. It will also explain how you may access your information, seek correction if needed and the process involved if you have a complaint about a breach of privacy.

Why is personal information collected, held, disclosed or used?

In general, your personal information is used to provide health services to you and to be able to communicate with you and other health professionals in relation to the health service being provided to you.

When you register as a patient of the practice, you provide consent for our staff to access and use your personal information so that they can provide you the best possible health care. Only staff members who need to see your personal information will have access to it and if we need to use your information for anything else, we will seek additional consent from you.

Your personal information also helps us manage our accounts and administrative services, including arrangements with health funds, Medicare and the Department of Veteran's Affairs. We use the information for management of our financial systems, practice audits and accreditation and business processes such as staff training. We also need to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or mandatory reporting under applicable child protection legislation.

What personal information do we collect?

The types of information we may collect and hold includes:

- Name, address, date of birth, email and contact details, including for next of kin.
- Medicare number, DVA number and other government and health fund identifiers, although we will not use these for the purposes of identifying you in our practice
- Appointment and billing details
- Clinical information including notes of your symptoms, diagnosis, medical history, medications, allergies, adverse events, immunisations, social history, family history, risk factors and the treatment given to you.
- Other specialist reports and test results
- Electronically collected pathology results
- Prescriptions and other pharmaceutical purchases
- Electronic communication between health care providers through Argus and HealthLink.
- Genetic information
- Any other information about your race, sexuality or religion, when collected by a health service provider.

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so. If you choose not to provide the Practice with the personal details requested, it may limit our ability to provide you with a full service. We encourage you to discuss your concerns with our reception staff prior to your first consultation or with your doctor.

How do we collect personal information?

When you make your first appointment, the practice staff will collect your personal and demographic information via the phone. Further information will be collected using the patient registration form which will be completed by you online prior to your appointment or when you arrive for your appointment in person. During the course of providing medical services to you, we may collect further personal information.

We may collect information from you directly when you provide information to us face to face, but also via telephone, SMS, email, online contact via the Dr Nicholas Jufas website or via social media.

We also transmit to and receive information from electronic sources, such your My Health Record, through an electronic transfer of prescription service, or through electronic methods of communication with other health professionals.

In some circumstances, personal information may also be collected from other sources. This may include:

- from a person responsible for you
- at times staff of the practice may consult with other doctors and allied health professional involved in your healthcare, and obtain, analyse and discuss test results from diagnostic and pathology laboratories.
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to: hospitals, Medicare, Department of Veteran's Affairs, your health insurance fund, the Pharmaceutical Benefits Scheme.

Who do we share your personal information with?

We sometimes share your personal information:

- with third parties who work with the practice for business purposes, such as accreditation agencies or information technology providers. These third parties are required to comply with APPs and this policy.
- with other health care providers
- when it is required or authorized by law, e.g. court subpoenas
- when it is necessary to lessen or prevent a serious threat to a person's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of a confidential dispute resolution process
- when there is a statutory requirement to share personal information e.g. mandatory notifiable disease diagnoses).

There is no routine disclosure of personal information from this practice to an overseas recipient. However, if in the course of your health care, your particular case requires the practice to contact an overseas practice or individual, (such as where you have come from overseas and had your health record transferred from overseas or have treatment continuing from an overseas provider), we will seek your permission to do this.

The practice does not use your personal information for marketing any of our goods or services directly to you.

How do we store and protect your personal information?

The practice staff are trained and are required to respect and protect your privacy. We take all possible reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure.

The practice stores all information securely and our medical practice software is hosted by a secure server based in Australia. We aim to minimise the use of paper documents in our processes and use a secure document destruction process provided by a third party company when paper copies of documents are no longer needed.

The practice staff sign confidentiality agreements and have varying access levels on electronic databases in order to limit access and protect information from unauthorized access. The practice follows the Australian Medical Board's Good Medical Practice Code of Conduct.

The practice does not use overseas based cloud storage or transcription services.

Privacy and our website

The Dr Nicholas Jufas website at www.drnicholasjufas.com.au is hosted through an overseas server and any information submitted through the online patient registration form may be sent through the SquareSpace services in the United States of America and other locations overseas.

The Dr Nicholas Jufas website has secure socket layer (SSL) technology enabled automatically. SSL encrypts the connection between the browser and web server and securely transmits information to prevent unauthorized parties from eavesdropping. It also prevents unauthorized parties from altering data during transmission and protects against impersonation by requiring web server proof of identity.

The Dr Nicholas Jufas website participates in SquareSpace Analytics and Google Analytics, in order to better understand our website visitors. This analytics service provides information on webpage traffic but does not publish reports on individual users. By using the Dr Nicholas Jufas website, you consent to the processing of

data about you by SquareSpace in the manner outlined in the SquareSpace Privacy (<https://www.squarespace.com/privacy/>) and Cookie policies (<https://www.squarespace.com/cookie-policy/>) and Google Privacy Policy (<https://www.google.com/policies/privacy/>).

To improve your experience of the Dr Nicholas Jufas website, we may use 'cookies'. Cookies are small text files that are found on most major websites that record user preferences. You may choose to not use cookies on our site by disabling cookies on your browser. Please note that this may affect the functionality of the website.

The Dr Nicholas Jufas website contains links to other websites. Please be aware that we are not responsible for the privacy practices of third party sites. When you link to other websites from the Dr Nicholas Jufas website, we advise you to please be aware and read their privacy policies.

The practice email servers are hosted by Google and subject to the Google privacy policy (which can be found here: <https://www.google.com/policies/privacy/>).

How can you access and correct your personal information?

You have a right to seek access to, and correction of the personal information which we hold about you. The process of accessing your personal information may involve the time of administration and medical staff and this could incur fees. We require you to put your request in writing and email the request to Dr. Nicholas Jufas at reception@drnicholasjufas.com.au or via post at PO Box 190, Gladesville, NSW 1675. We will normally respond to your request within 30 days.

Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to Dr Nicholas Jufas via email at reception@drnicholasjufas.com.au or via post at PO Box 190, Gladesville NSW 1675. We will normally respond to your correspondence within 30 days.

You may also refer the matter to the OAIC directly. Generally the OAIC will require you to allow time for the practice to respond before they will investigate. For further information, visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. Updates will be publicised on the practice's website.

1. The terms 'Dr Nicholas Jufas' practice', 'Dr Nicholas Jufas', 'the practice', 'we' and 'us' refer to the business of Chiron Medical Services Trust t/as Dr Nicholas Jufas.