

Paramount Podiatry and Health Privacy Policy

Introduction

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

Why and when your consent is necessary

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

What personal information do we collect?

Personal information is any information that identifies an individual.

The personal information we will collect about you includes your:

- Names, date of birth, residential address, contact details, next of kin/guardian details, occupation
- Medical information including medical history, medications, allergies, adverse events, social history, family history and risk factors as well as other interventions you have had in the past
- Billing details such as Medicare number (where available) for identification and claiming purposes, healthcare identifiers and health fund details
- Any other information via correspondence from other clinicians involved in the relevant care
- Information provided on our website www.paramountpodiatry.com.au

Credit card information

Paramount Podiatry and Health does not store credit card information.

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 authorized by law to only deal with identified individuals.

How do we collect your personal information?

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

1. When you make your first appointment, our practice staff will collect your personal and demographic information from your initial registration form.
2. Through the course of your treatment, 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, including Facebook and Instagram.
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 healthcare providers, such as specialists, allied health professionals, hospitals,

community health services and pathology and diagnostic imaging services

- Your health fund, Medicare, Workcover, Transport Accident Commission or the Department of Veterans' Affairs (as necessary).

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- With third parties who work with our practice for business purposes, such as accreditation agencies. These third parties are required to comply with Australian Privacy Principles guidelines and this policy
- With other healthcare providers involved in your care
- When it is required or authorised by law
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- For the purpose of confidential dispute resolution process
- When there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification)
- When using online portals to obtain imaging results

Only people who need to access your information will be able to do so. Apart from using your information whilst providing podiatry services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

Our practice uses your personal information for essential communications, such as emails, accounts information, and critical service details. We may also use this information for other purposes, including some promotional emails. You may opt out of direct marketing at any time by notifying our practice via email at info@paramountpodiatry.com.au

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. This includes:

- Electronic records through a secure and protected software system that requires individual access, further secured with individual passwords.
- Paper records such as HICAPS provider copies of payment receipt, which are stored in a secure cabinet with a lock.
- Visual records such as, photos and videos of gait analysis, which are then uploaded into the electronic software used for record keeping and then immediately deleted from the camera.

Our practice stores all personal information securely to protect it from disclosure, misuse, or loss, access by unauthorized personnel or any modification.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

How can you access and correct your personal information at our practice?

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

Our practice acknowledges patients may request access to their medical records. To protect your personal information, you will need to complete a Paramount Podiatry and Health Clinic File Information request form which we can email to you. Your information can then be collected from the clinic or mailed/faxed within a maximum of 30 days.

Our practice 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 held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to Paramount Podiatry and Health and attention it to Vronika Ghali and send the email to info@paramountpodiatry.com.au

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

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. Contact details are as follows.

Vronika Ghali
Director of Paramount Podiatry and Health
102 Canterbury Road, Canterbury, Vic 3126
admin@paramountpodiatry.com.au
(03) 9191 1640

You may also contact the 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.

Privacy and our website

In order to use Paramount Podiatry and Health website to make an online booking, we may require information from you, which includes personal information such as contact details.

Links on the Clinic site to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.paramountpodiatry.com.au

Paramount Podiatry is not responsible for the privacy practices of any linked websites. We encourage all users to read the privacy statements of all linked websites that are visited.

By using the Paramount Podiatry and Health website in this way, you consent to the collection and use of your personal information as detailed in this Policy.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. If changes are made to this policy, we will post those changes, on the homepage, as well as other platforms we find suitable. We reserve the right to modify this privacy statement at any time, so please review it frequently.