

# Privacy Policy

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## Summary

This summary is to highlight the purpose for which Path to Health Pty Ltd (We) collects, uses and discloses your personal information under the Privacy Act 1988 and other relevant privacy legislations in NSW. More information can be found in the attached long version of our Privacy Policy.

Health practitioners must keep clinical records. It's a government requirement and information about your medical and family health history is needed to provide accurate diagnoses and appropriate treatment. More information about your health practitioners privacy obligations can be found in the attached long version.

We will only seek information that is relevant to your health and is generally collected directly from you or otherwise with your consent. We will collect personal information through various means including:

- Paper based or electronic forms
- Face to face
- Telephone
- Email
- Path to Health website including online booking system CLINIKO

We use CLINIKO (practice software management system) to store and manage your information. Access to this portal is password protected and access levels are restricted to ensure your privacy. The data is managed and protected by CLINIKO however your personal information is not disclosed to CLINIKO unless a request by Path to Health is made, for example, a treatment not has accidentally been deleted.

It is necessary for us to keep your health information accurate, up to date, complete, relevant and not misleading. We will take reasonable steps in order to do so.

You have the right to access your information and you may ask to view the information or ask for a copy or part of the record. This can be done in writing (see below), charges for copying may apply.

If you believe we are in breach of your privacy, your concerns or complaint can be directed to the following contact details.

Rebecca Takchi, Manager  
(02) 9683 7995  
[rtakchi@pathtohealth.com.au](mailto:rtakchi@pathtohealth.com.au)  
Path to Health  
66 Redbank Road  
Northmead NSW 2152.

# Privacy Policy

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## Introduction

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

This Privacy Policy is current from **1 July 2018** and is reviewed annually. From time to time we may make changes to our policy, processes and systems in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.

## Collection

We collect information that is necessary and relevant to provide you with medical care and treatment, and manage our medical practice. This information may include your name, address, date of birth, gender, current and historic health information, family history, credit card and direct debit details and contact details. This information will be stored on our computer medical records system CLINIKO and/or in handwritten 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 clinic at 66 Redbank Road Northmead NSW or over the internet if you transact with us online and make a booking via CLINIKO. 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 treatment results to your specialist or requests for x-rays.

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, debt collection agents, the electronic transfer of prescriptions service or to the Myhealth record system. We may also from time to time provide statistical data to third parties for research purposes.

# Privacy Policy

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We may disclose information about you to outside contractors to carry out activities on our behalf such as an IT service provider, solicitor or debt collection agent. We impose security and confidentiality requirements 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 is 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.
- CLINIKO who manage the storage and protection of the health data entered into this system. No personal information is disclosed to CLINIKO only if requested to do so for example, if a treatment note is accidentally deleted. Otherwise the CLINIKO team have minimal access to customer information. For more information on CLINIKO security visit <https://www.cliniko.com/security> and <https://www.cliniko.com/policies/privacy>

## 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 (including complaints about our use of the CLINIKO system), we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

# Privacy Policy

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If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the Privacy Commissioner in your State or Territory.

## 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:

*Rebecca Takchi*

*Manager*

*[rtakchi@pathtohealth.com.au](mailto:rtakchi@pathtohealth.com.au)*

*Or post to:*

*66 Redbank Road*

*Northmead NSW 2152*

# Privacy Policy

## Version control

Version No.	Date	Reason for update

## Approval

Name	Title	Signature	Date