Ballarat IVF Privacy Policy

Introduction

Ballarat IVF, is 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 1st June 2024 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, health information, family history, credit card and direct debit details and contact details. We will also collect your Medicare number and Private Health Fund details (where applicable). This information may be stored on our computer medical records system and/or in handwritten medical records.

It is important to be aware that if you provide incomplete or inaccurate information or withhold information it may compromise the quality of care we are able to provide to you.

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. At this stage, Ballarat IVF does not utilize the Federal Government's Myhealth record system.

We collect information in various ways, such as over the phone, or in writing, in person in our rooms 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 investigation results to your General Practitioner or referring Specialist.

There are circumstances where we may be permitted or required by law to disclose your personal information to third parties. These third parties include, but may not be limited to Medicare, the 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 non identifying statistical data to third parties for research and obligatory reporting purposes.

Ballarat IVF is committed to improving fertility services through research. We may contact you, using information you have provide, to invite you to participate in research projects conducted by Ballarat IVF.

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.

Artificial Intelligence (AI)

Doctors at this practice may use AI tools to assist in accurate note taking. Parts of the consultation may be recorded exclusively for this purpose. All data collected, once stored in our secure clinical records, is destroyed. Please discuss this with your doctor if uou wish.

Data Quality and Security

We are an electronic medical records practice and do not retain any hard copies of your medical or personal information. All personal information regarding you is stored electronically in a secure, encrypted hosted service maintained by IT professionals. Once your personal data is entered onto our medical software, all paper copies are securely destroyed.

We will take reasonable steps to ensure that your stored personal information is accurate, compete, 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.
- Our staff are trained on privacy and we have detailed internal processes and systems to protect your privacy.
- Our IT management and medical record hosting is outsourced to Australian based IT professionals.
- All data is backed up daily, weekly and monthly on a separate server than the “operating” server. All data is kept in Australia.
- Our IT professionals are selected based on their expertise and focus on security. They have a data breach response plan in place and our IT systems are fully maintained by them to ensure all software updates and licences are current.
- We review our Risk Management program annually to protect privacy.

Our website and email are linked to the internet. No data transfer over the internet is 100% secure. Accordingly, any information which you transmit to us online or via email is transmitted at your own risk.

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.

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 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.

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, (http://www.oaic.gov.au/).

Contact

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

Phone: 03 5339 8200

Post: Ballarat IVF
1105 Howitt Street
Wendouree VIC 3355

Email: office@ballarativf.com.au

Review and change to Privacy Policy

We may alter this Privacy Policy following any legislative change or upon a review of our information handling processes. The current version of our Privacy Policy is available from:

- ballarativf.com.au
- By contacting our reception on 03 5339 8200
- Our practice, 1105 Howitt Street, Wendouree Vic 3355