

GRANTHAM HOUSE

Privacy Policy

Current: February 2023

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 Grantham House, 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 Grantham House, you provide consent for your doctor and staff to access and use your personal information, which is updated at each visit, so they can provide you with the best possible healthcare. 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.

Why Grantham House collect, use, hold and share your personal information?

Your doctor will need to collect your personal information to provide healthcare services to you. The main purpose for collecting, using, holding and sharing your personal information is to manage your health. It is also used for directly related business activities, such as financial claims and payments, audits and accreditation, and business processes (eg staff training).

What personal information does Grantham House collect?

The information collected about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

Dealing with Grantham House anonymously

You have the right to deal anonymously or under a pseudonym unless it is impracticable or unless required or authorised by law to only deal with identified individuals.

How does Grantham House collect your personal information?

Grantham House may collect your personal information in several different ways.

1. When you make your first appointment our staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, your doctor may collect further personal information, ie through electronic transfer of prescriptions, My Health Record via Shared Health Summary, Event Summary.
3. Grantham House may also collect your personal information when you visit the website, send an email or SMS, telephone, make an online appointment or communicate with using social media.
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, or the Department of Veterans' Affairs (as necessary).

When, why and with whom does Grantham House share your personal information?

We sometimes share your personal information – often de-identified:

- referrals to specialists or other medical practices
- with third parties who work with our 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 healthcare providers
- when it is required or authorised by law (eg court subpoenas)
- 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
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP (electronic transfer of Prescriptions), My Health Record (eg via Shared Health Summary, Event Summary).
- Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Grantham House will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

How does Grantham House store and protect your personal information?

Your personal information may be stored in various forms as paper records and electronic records. Grantham House stores all personal information securely. All electronic records are password protected and securely backed up daily and stored offsite.

How can you access and correct your personal information at Grantham House?

You have the right to request access to, and correction of, your personal information. Grantham House acknowledges patients may request access to their medical records. We require you to put this request in writing by letter or email and our practice will respond within a reasonable time (usually around 30 days). There may be a cost imposed for this service depending upon the request. Grantham House 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 is correct and current. You may also request Grantham House correct or update your information, and you should make such requests in writing to the Practice Manager by letter or email admin@granthamhouse.com

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

Grantham House takes 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. Please send to admin@granthamhouse.com or PO Box 334, Wembley WA 6913. You may also contact the Office of Australian Information Commission. 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

Grantham House website uses both cookies and google analytics however this doesn't collect personal information of the user. Personal information collected on the New Patient Registration Form which is protected with SSL so data transfer is encrypted.

Policy review statement

Our Policy is reviewed annually.