



# SOUTHSIDE ENDOSCOPY CENTRE & BRISBANE ENDOSCOPY SERVICES

## AUSTRALIAN PRIVACY PRINCIPLES (APP) POLICY

*Effective July 2019*

<b>PART A – PURPOSE &amp; CONTEXT</b>	<p>1.0 The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services are committed to ensuring the privacy and confidentiality of all personal information affiliated with the Southside Endoscopy Centre &amp; Brisbane Endoscopy Services business undertakings.</p> <p>1.1 The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services follow the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (<b>APPs</b>) as per schedule 1 of the <i>Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)</i>, forming part of the <i>Privacy Act 1988</i> ('the Act').</p> <p>1.2 The purpose of this Privacy Policy is to clearly communicate how The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services collects and manages personal information.</p> <p>1.3 The point of contact regarding any queries regarding this policy is the General Manager – contactable on (07) 3806 5770 or via email <a href="mailto:shae@ssendoscopy.com.au">shae@ssendoscopy.com.au</a></p>
<b>PART B – AUSTRALIAN PRIVACY PRINCIPLES</b>	<p>2.0 As a private sector health service provider and under permitted health situations, The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services are required to comply with the APPs as prescribed under the Act.</p> <p>2.1 The APPs regulate how The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services may collect, use, disclose and store personal information and how individuals, including The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services patients may:</p> <ul style="list-style-type: none"> <li>▪ address breaches of the APPs by The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services;</li> <li>▪ access their own personal information; and,</li> <li>▪ correct their own personal information.</li> </ul> <p>2.2 In order to provide patients with adequate health care services, The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services will need to collect and use personal information. It is important to be aware that if the patient provides incomplete or inaccurate information or the patient withholds personal health information The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services may not be able to provide said patient with the services they are requesting.</p>
<b>COMMON TERMS &amp; DEFINITIONS</b>	<p>2.3 In this Privacy Policy, common terms and definitions include:</p> <ul style="list-style-type: none"> <li>▪ <b>"personal information"</b> as defined by the <i>Privacy Act 1988 (Cth)</i>. Meaning <i>"information or an opinion including information or an opinion forming part of a database, whether true or not, and whether recorded in a material format or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion"</i>; and,</li> <li>▪ <b>"health information"</b> as defined by the <i>Privacy Act 1988 (Cth)</i>. This is a particular subset of "personal information" and means information or an opinion about: <ul style="list-style-type: none"> <li>- the health or a disability (at any time) of an individual;</li> <li>- an individual's expressed wishes about the future provision of health services to him or her; or,</li> <li>- a health service provided or to be provided to an individual.</li> </ul> </li> </ul> <p>2.3.1 Personal information also includes '<b>sensitive information</b>' which is information including, but not limited to a patient's:</p> <ul style="list-style-type: none"> <li>▪ race;</li> <li>▪ religion;</li> <li>▪ political opinions;</li> <li>▪ sexual preferences; and or,</li> <li>▪ health information.</li> </ul> <p>2.3.2 Information deemed '<b>sensitive information</b>' attracts a higher privacy standard under the Act and is subject to additional mechanisms for the patient's protection.</p>

<b>PART C – TYPES OF PERSONAL INFORMATION</b>	<p>3.0 The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services collects information from each individual patient that is necessary to provide said patient with adequate health care services.</p> <p>3.1 This may include collecting information about a patient’s health history, family history, ethnic background or current lifestyle to assist the doctors, nurses and administrative staff in diagnosing and treating a patient’s condition.</p>
<b>PART D – COLLECTION &amp; RETENTION</b>	<p>4.0 This information will in most circumstances be collected directly from you via your initial booking, completed medical history questionnaire and pre-anaesthetic forms, face to face consultation with our Doctors and Nurses, and when completing your Admission documentation prior to your visit.</p> <p>4.1 In other instances, The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services may need to collect personal information about a patient from a third party source. This may include:</p> <ul style="list-style-type: none"> <li>▪ relatives; or,</li> <li>▪ other health service providers.</li> </ul> <p>4.2 This will only be conducted if the patient has provided consent for The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services to collect his/her information from a third party source; or, where it is not reasonable or practical for The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services to collect this information directly from said patient. This may include where:</p> <ul style="list-style-type: none"> <li>▪ the patient’s health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.</li> </ul> <p>4.3 The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services endeavours to store and retain a patient’s personal &amp; health information in hard copy on site (for 6 months). After this duration, the record is shredded. At the time of the patient’s day surgery admission, it is digitally scanned into the computer software system for retention.</p>
<b>PART E – PURPOSE OF COLLECTION, USE AND DISCLOSURE</b>	<p>5.0 The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services only use a patient’s personal information for the purpose(s) they have provided the information for unless one of the following applies:</p> <ul style="list-style-type: none"> <li>▪ the patient has consented The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services to use his/her information for an alternative or additional purpose;</li> <li>▪ the disclosure of the patient’s information by The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services are reasonably necessary for the enforcement of criminal law or a law imposing a penalty or sanction, or for the protection of public revenue;</li> <li>▪ the disclosure of the patient’s information by The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services will prevent or lessen a serious and imminent threat to somebody's life or health; or,</li> <li>▪ The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services are required or authorised by law to disclose your information for another purpose.</li> </ul> <p><i>i. Health Professionals to provide treatment</i></p> <p>During the patient’s treatment at The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services he/she may be referred to alternative medical treatment/services (i.e. pathology or radiology) where The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services staff may consult with senior medical experts when determining a patient’s diagnosis or treatment.</p> <p>The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services staff may also refer the patient to other health service providers for further treatment during and following the patient’s admission (i.e. another Specialist or Hospital facility).</p> <p>These health professionals will be designated health service providers appointed to use the patient’s health information as part of the process of providing treatment. Please note that this process will be conducted whilst maintaining the confidentiality and privacy of the patient’s personal information.</p> <p><i>ii. Alternative Health services</i></p> <p>At any point a patient wishes to be treated by an alternative medical practitioner or health care service that requires access to his/her personal/health information The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services requires written authorisation. This written authorisation is to state that the patient will be utilising alternative health services and that these health services have consented for a transfer of personal/health information.</p>

	<p><i>iii. Other Third Parties</i></p> <p>The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services may provide your personal information regarding a patient’s treatment or condition to additional third parties. These third parties may include:</p> <ul style="list-style-type: none"> <li>▪ parent(s);</li> <li>▪ child/ren;</li> <li>▪ other relatives;</li> <li>▪ close personal friends;</li> <li>▪ guardians; or,</li> <li>▪ a person exercising a patient’s power of attorney under an enduring power of attorney.</li> </ul> <p>Where information is relevant or reasonable to be provided to third parties, written consent from the patient is required. Additionally, the patient may at any time wish to disclose that no third parties as stated are to access or be informed about his/her personal information or circumstances.</p> <p><i>iv. Other Uses of Personal Information</i></p> <p>In order to provide the best possible environment in which to treat patients, The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services may also use personal/health information where necessary for:</p> <ul style="list-style-type: none"> <li>▪ activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;</li> <li>▪ invoicing, billing and account management;</li> <li>▪ to liaise with a patient’s health fund, Medicare or the Department of Veteran's Affairs, as necessary; and,</li> <li>▪ the purpose of complying with any applicable laws – i.e. in response to a subpoena or compulsory reporting to State or Federal authorities.</li> </ul> <p>5.1 If at any point or for any of the aforementioned reasons The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services uses or discloses personal/health information in accordance with the APPs, The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services will provide written notice for the patient’s consent for the use and/or disclosure.</p>
<p><b>PART 7 – ACCESS &amp; CHANGES TO PERSONAL INFORMATION</b></p>	<p>6.0 If an individual patient reasonably requests access to their personal information for the purposes of changing said information he/she must engage with the relevant General Manager.</p> <p>6.1 The point of contact for patient access to personal information is:</p> <p style="padding-left: 40px;">General Manager (07) 3806 5770 <a href="mailto:shae@ssendoscopy.com.au">shae@ssendoscopy.com.au</a> Office Hours 8.00am – 4.00pm</p> <p>6.2 Once an individual patient requests access to his/her personal information The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services will respond within a reasonable period of time to provide said information.</p> <p>6.3 All personal information will be updated in accordance to any changes to a patient’s personal circumstances brought to The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services’ attention. All changes to personal information will be subject to patient’s consent and acknowledgement.</p> <p>6.4 If an individual requests access to his/her personal information The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services will charge accordingly for printing and administrative staff time.</p>
<p><b>PART G – COMPLAINTS HANDLING</b></p>	<p>7.0 If a patient wishes to make a complaint about a breach of the Australian Privacy Principles, or a registered APP code (if any) that binds The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services, it is always best to resolve the complaint with The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services. The General Manager can be contacted regarding any concerns the patient may have. These concerns will be addressed by Management, and all steps taken to resolve the issue. If the patient has tried this, and is still unsatisfied , they can make a complaint to:</p> <p>OHO (Office of Health Ombudsman) – <a href="http://www.oho.qld.gov.au">www.oho.qld.gov.au</a>   Phone: 131 OHO (646)</p>

	<i>The Office of the Health Ombudsman is Queensland's health service complaints agency. They are an independent statutory body and the one place all Queenslanders should go if they have a complaint about a health service provider or a health service provided to them, a family member or someone in their care.</i>
<b>PART H – PERSONAL INFORMATION AND OVERSEAS RECIPIENTS</b>	<p>8.0 Use of Overseas Parties:</p> <p>(a) The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services do not engage with any overseas entities, with which personal or health information would be transferred, appointed or disclosed.</p>
<b>PART I – DISPOSAL OF PERSONAL/HEALTH INFORMATION</b>	<p>9.0 If The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services receive any unsolicited personal information that is not deemed appropriate for the permitted health situation The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services will reasonably de-identify and dispose of said information accordingly.</p> <p>9.1 If The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services hold any personal or health information that is no longer deemed relevant or appropriate for the permitted health situation, The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services will reasonably de-identify and dispose of said information accordingly.</p>
<b>PART J – ACCESS TO POLICY</b>	<p>10.0 The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services provide free copies of this Privacy Policy for patients and staff to access, which will be located &amp; provided:</p> <ul style="list-style-type: none"> <li>▪ Website : <a href="http://www.ssendoscopy.com.au">www.ssendoscopy.com.au</a></li> <li>▪ Employee Policies &amp; Procedures Manual</li> <li>▪ Hard Copies provided upon request and kept at reception for patients/visitors</li> </ul>
<b>PART K – REVIEW OF POLICY</b>	<p>11.1 The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services in accordance with any legislative change will review the terms and conditions of this policy to ensure all content is both accurate and up to date.</p> <p>11.2 Notification of any additional review(s) or alteration(s) to this policy will be provided to patients and staff within one month's notice. If change occurs, staff are required by The Southside Endoscopy Centre &amp; Brisbane Endoscopy Services to review and sign this Privacy policy.</p>
<b>MISCELLANEOUS</b>	<p>In this policy personal information and health information have the same definition as defined in the Privacy Act 1988. We may change this policy from time to time accordingly. Although we intend to observe this policy at all times, it is not legally binding on the hospital in any way. From time to time we may regard it as necessary or desirable to act outside the policy. We may do this once again in accordance with exceptions outlined in the above-mentioned act.</p>