

PRIVACY POLICY

Document Name	Privacy Policy
Version Number	001
Date of Approval	7 Jan 2022
Authorising Position	Andrea Cooper - Director
Scheduled Review Date	31 Jan 2023

1. Purpose

The purpose of the Privacy Policy (this **Policy**) is to provide Andrea Cooper Speech Pathology Pty Ltd's (**ASP**) clients with information about how their personal details and health records are used.

2. Background

ASP is a NSW Health Provider in the private sector, bound by the *Health Records and Information Act 2002* (NSW) and the *Privacy Act 1988* (Cth) . This includes both the Australian Privacy Principles and the NSW Health Privacy Principles.

These principles set the standards by which we handle personal information collected from our patients as we are committed to providing quality health care for our patients and we recognise the importance of ensuring that our patients are fully informed and involved in their health care.

3. What information is held by ASP

As part of our commitment to providing quality health care it is necessary for us to maintain files pertaining to your health. The files contain the following information:

- Personal details (for example your name, address, date of birth, Medicare number)
- Your medical history
- Notes made during the course of consultations
- Referrals to other health providers
- Results and reports received from other health service providers.

4. Who has access to information held by ASP

Your file is handled with the utmost respect for your privacy. The file will be accessed by your speech pathologist and where necessary by other speech pathologists in the Practice.

It will also be necessary for our administration and reception staff to handle your file to address the administrative requirements of running a speech pathology practice.

Our staff are bound by strict confidentiality requirements as a condition of employment.

5. Is my information provided to persons external to ASP

At times, it may be necessary to allow external organisations to access our Practice and possibly to view records. They will obviously be aware of the need to observe the requirements of the Privacy Act.

Ordinarily we will not release the contents of your file without your consent; however we advise that there may be occasions where we will be required to release details, for example, where the law requires it, for example where the records are subpoenaed to Court.

This Practice does not intend to disclose your personal information to overseas recipients.

6. Can I access information held about me

We advise that as a client of this Practice, you have rights of access to any information we hold concerning you. Should you wish to access this information, please contact the Director.

7. Retention of client health records

ASP retains your health records for 7 years after your last visit. These are electronic records only. After this time the records are destroyed.

8. Complaints

Should you at any time have a complaint in relation to your privacy or personal information that is held by ASP, that complaint should be made in writing, addressed to the Director, marked "private and confidential".

Alternatively, you can contact the Office of the Australian Information Commissioner:

Address: Director of Privacy Case Management
GPO Box 5218
Sydney NSW 2001

Email: enquiries@oaic.gov.au

Phone: 1300 363 992

Fax: (02) 9284 9666