

Comet Healthcare Privacy Policy

Comet Healthcare are committed to protecting the privacy of patient information and the handling of personal information in a responsible manner in accordance with the Privacy Act 1988. Health information is regarded as one of the most sensitive types of personal information. For this reason, the Privacy Act 1988 provides additional regulations around its handling.

Our commitment to your privacy

In this Policy, we explain:

- what kind of information we collect and hold about you
- how and why we collect it
- what we do with that information and who we share it with (and when)
- your right to seek access to, and if required correction of, the records we hold about you
- your right to make a privacy complaint, to us and others

What kind of personal information do we collect about you?

Comet Healthcare collect information that is necessary and relevant to provide clients with medical care and treatment, and to manage the medical practice. Personal information is treated as strictly private and confidential. This information may include: -

- client name, address, date of birth, gender and contact details
- information about other health professionals involved in your care
- other health information about you such as: a record of your symptoms, your relevant medical history, specialist reports, test results, the diagnosis made and the treatment we give you
- any government identifiers such as Medicare details, Department of Veterans Affairs details, National Disability Insurance Scheme details
- your appointment and billing details, including credit card and/or direct debit details, private health fund details
- other information about you collected for the purposes of providing care to you.

How do we collect your personal information?

We will generally collect personal information about you in these ways:

- directly from you when you give us your details e.g. face-to-face, over the phone, via registration form or an online form
- from a person responsible for you
- from a third party where we are permitted by law to do that eg. other health care professionals involved in your care, from your health insurer, from the My Health Record system etc.

Why do we collect and use information about you?

We primarily collect and use information about you to provide our services to you and to communicate with you and others involved in your care in relation to those services.

We also sometimes use that information for other purposes, including:

- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our IT systems and
- to conduct accreditation, quality assurance or internal audits.

When and why might we share information about you with others?

We may disclose information about you to others outside of our practice as permitted or required under law. This will include situations where we disclose information about you in order:

- to comply with our legal obligations, eg. mandatory reporting under legislation, responding to a court order of subpoena
- to consult with other health professionals involved in your healthcare
- to get test results from diagnostic and pathology services
- to claim on insurance
- to communicate with your health fund, with government and other regulatory bodies such as Medicare
- to help us manage our accounts and administrative services, eg. billing or debt recovery, arrangements with health funds, pursuing unpaid accounts etc.
- to lessen or prevent a serious threat to a patient's life, health or safety or a serious threat to public health or safety
- to help in locating a missing person
- to establish, exercise or defend an equitable claim through My Health Record
- to prepare the defence of anticipated or existing legal proceedings
- to discharge notification obligations to liability insurers

Your right to seek access to and to seek correction of the information we hold about you

You have the right to seek access to and correction of the personal information we hold about you.

We will normally respond to your request within 30 days. To make the request, you should contact Comet Healthcare, Attn: Practice Manager, 6 High Street, Port Augusta, SA 5700 in writing. This request may be forwarded by email to info@comethealthcare.com.au.

If you think that the information we hold about you is not correct, let us know in writing. We will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. From time to time, we may also ask you to verify that the information we hold about you is correct and current. And please notify us if and when your contact details change.

Security: how we hold your personal information

We take reasonable steps to protect the information we hold about you. These are designed to prevent unauthorized access, modification or disclosure and to prevent misuse and loss. This includes:

- holding personal and medical information in a lockable filing cabinet
- holding personal and medical information on an encrypted database
- holding personal and medical information in a secure cloud storage
- getting staff to sign confidentiality agreements
- providing staff with training in confidentiality and privacy agreements
- access to information restricted on a 'need to know' basis and
- strong password protections when accessing the information on a computer

Your right to receive treatment from us anonymously (or by using a pseudonym)

Where it is lawful and practicable for us to do so, you can be treated anonymously or through use of a pseudonym (a name other than yours).



Disclosing information about you overseas

We do not propose to disclose information about you to anyone overseas. If we want to transfer your personal information overseas, we will first seek your consent, unless we are required by law to do the transfer.

If you have a privacy-related concern about us

If you have concerns about the way we've handled your privacy, let us know. You should do that in writing. We will then try to respond to you within 30 days.

If you are not satisfied with our response, you can refer your complaint to the Office of the Australian Information Commission, whose contact details are:

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Post: GPO Box 5218 Sydney New South Wales 2001

Website: <https://www.oaic.gov.au/privacy/privacy-complaints/>

Updating this policy

We will update this policy from time to time, to reflect any changes in our information-handling practices or the law or both.

We will notify you of the changes to the policy by posting to our website and displaying changes at reception.

How to contact us

To contact us about any privacy related issues, please approach:

Contact: Director Comet Healthcare
Phone: 08 7610 8242
Email: info@comethealthcare.com.au
Post: 6 High Street Port Augusta SA 5700

Website: www.comethealthcare.com.au