



Privacy Policy

HOA_005

Purpose

Heart of Australia is committed to protecting sensitive information of our patients and referrers in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles.

This policy outlines how Heart of Australia collects, uses, holds, and discloses sensitive information, including personal and health information.

Scope

This policy applies to all personnel of Heart of Australia.

It also applies to the patient/s and referrer/s within the scope that Heart of Australia is subject to the Privacy Act and/or any State/Territory health records legislation in relation to the collection and handling of sensitive information.

Variation of Policy

The Company may vary, replace or terminate this policy as required and in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the Australian Privacy Principles.

Title:	Privacy Policy	Author:	Cari Clarke - HR Manager
Date:	01 / 01 / 2024	Approved by:	
Revision Due:	June 2024	Version:	001

1. What is Personal Information?

- 1.1 Personal Information means information or an opinion whether true or not, and whether recorded in material form or not, about an identified person, or a person who is reasonably identifiable from the information or opinion.
- 1.2 Personal information referred to in this policy includes sensitive information. Sensitive information includes:
- Health information
 - Race
 - Ethnic origin
 - Political opinions
 - Professional or trade associations
 - Religious and philosophical beliefs
 - Sexual preferences
 - Criminal history

2. Why does Heart of Australia Collect, Hold, Use and Disclose Personal Information?

2.1 Heart of Australia collects, holds, uses and discloses personal information for the following reasons:

- To provide healthcare services to our patients
- To provide healthcare services to our referrers for their patients
- To interpret results and provide reports and advice to our referring doctors and/or specialists
- To ensure patient medical records are linked in accordance with relevant healthcare bodies
- To ensure our patients are followed up with accordingly
- To conduct market research and perform statistical analysis
- To comply with legal and regulatory obligations
- To recruit personnel for various departments within the Company
- For any other purpose required and authorised by law

3. How does Heart of Australia collect Personal Information?

3.1 Heart of Australia must collect personal information only by lawful and fair means.

3.2 The Company may collect personal information in a number of ways such as:

- Over the phone when you contact Heart of Australia to make an enquiry or booking
- Via the website when you contact Heart of Australia to make an enquiry
- On arrival to one of our clinics when you complete and sign the relevant patient information/consent forms
- During and after any examination
- At the time of billing you for your examination or healthcare service
- At any time when your details are referred to Heart of Australia

3.3 Personal Information can also be collected from:

- Your health service provider, GP, specialist or allied health professional
- Medical and/or your private health insurer
- A family member (or a representative) authorised to act on your behalf
- Other sources as necessary

- 3.4 Healthcare professionals - personal information can be collected either directly from you, from your patient, or from other healthcare professionals.
- 3.5 Employees (current or prospective) – personal information can be collected directly from you or from a third party, such as recruitment agencies.
- 3.6 If any unsolicited personal information is received which we would not normally have collected and this personal information is not relevant to us for the purposes of providing a service to you, we will destroy or de-identify this information.

4. What Personal Information does Heart of Australia Collect and Hold?

4.1 To enable to provision of services provided to you, Heart of Australia need to collect your personal information. This information may vary depending on the nature of services provided to you.

4.2 If you are a patient, to enable Heart of Australia to perform examinations, we will collect:

- Name, address, email and telephone number
- Date of birth
- Gender
- Emergency contact details
- Payment details including credit card details if applicable
- Medicare number and private healthcare details if applicable
- Medical history, including test results as required
- Referral / Procedural details
- Workcover claim details if applicable
- Family medical history
- Details of complaints if applicable

4.3 If you are a referring practitioner/specialist, Heart of Australia will collect:

- Name, address, email, fax and telephone number
- Provider number and specialisation
- Details of complaints if applicable

4.4 If you are an employee (current, past or prospective) or contractor, Heart of Australia will collect:

- Name, address, email and telephone number
- Application including Cover Letter and Resume
- References
- Qualifications, Licences, Registrations if applicable
- Medical Indemnity Insurance details if applicable

5. How does Heart of Australia hold Personal Information?

5.1 Heart of Australia holds your personal information securely in accordance with the requirements of the Privacy Act.

5.2 Heart of Australia have implemented reasonable measures to protect personal information from misuse, interference, loss and unauthorised access, modification and disclosure.

5.3 Personal information may be held in one or more of the following:

- Electronically and hard copy in secure environments
- Digital audio recordings
- Digital and hard copy images

6. Disclosure of Personal Information

6.1 Your personal information may be disclosed to third parties for the following purposes:

- Provide results to relevant health practitioners/specialists
- Provide advice on treatment options
- Refer to a medical practitioner/specialist and/or hospital for treatment/advice
- Quality assurance, research, and complaint handling
- Prevent or lessen a serious threat to life, health and/or safety
- Regulatory authorities
- Courts, tribunals, or the police as required or authorised under Australian law
- Debt collection agencies for recovering unpaid invoices
- Medical reporting service providers
- Medical transcription service providers
- Parties involved in a prospective or actual transfer of our assets or business

7. Consent to Collect, Hold, Use and Disclose Personal Information

7.1 If you are a patient, Heart of Australia will obtain consent from you for the purposes for which we intend to collect, hold, use, and disclose your personal information. This consent is normally provided by you at the time you attend our clinic for an examination.

7.2 In the event you are unable to provide or communicate your consent, and in order to continue to provide you with the appropriate treatment and care, Heart of Australia may disclose your personal information to a 'responsible person' as defined in the Privacy Act, unless you have explicitly requested otherwise.

7.3 If for any reason, you elect not to provide Heart of Australia with consent for the collection, use and disclosure of your personal information, Heart of Australia will be unable to provide the healthcare services required.

8. Accurate and Up-to-Date Personal Information

8.1 Heart of Australia will take reasonable steps to ensure that the personal information we collect, hold, use and disclose is accurate, up-to-date and complete.

8.2 Patients will be asked verification questions to confirm identity when they call to make an appointment for healthcare services and when they attend a clinic for an appointment for healthcare services.

8.3 Employees (current or prospective) – please contact the Human Resources Manager as soon as possible to update your personal information.

9. Anonymity and Pseudonymity

9.1 Individuals have the option not to identify themselves or use a pseudonym when dealing with Heart of Australia.

9.2 Heart of Australia will not be able to provide healthcare services to an individual who remains anonymous or uses a pseudonym because they cannot be identified correctly, and their diagnosis and advice may be seriously affected.

9.3 Heart of Australia have a mandatory and legal requirement to ensure we hold accurate medical records.

10. Access to Personal Information

10.1 At your written request, Heart of Australia will provide you with access to your personal information held by Heart of Australia. Requests should be addressed to the Human Resources Manager.

10.2 Access to personal information can be denied for reasons where:

- To provide access would create a serious threat to life or health
- The access would unreasonably impact on the privacy of another
- There is a legal impediment to access
- The information relates to anticipated or actual legal proceedings, and you would not be entitled to access the information in such proceeding

11. Privacy Complaints

For any complaints regarding your privacy, you can contact the Human Resources Manager. Heart of Australia will investigate the complaint and will provide you with a response as soon as practicable possible.

If you are not satisfied with our response, you can contact the OAIC (Office of the Australian Information Commissioner):

Phone: 1300 363 992

Website: www.oaic.gov.au/privacy/privacy-complaints

12. Contacting Heart of Australia

All individuals are welcome to contact Heart of Australia to ask questions regarding privacy and how their personal information is managed and protected by Heart of Australia.

The contact details for the Human Resources Manager are:

Email: humanresources@heartofaustralia.com

Website: <https://heartofaustralia.com.au/>

Address: Level 1, 109 Honour Avenue, Chelmer QLD 4068