

Privacy Policy

1. Purpose

1.1 This policy establishes how patient information is handled to protect the privacy of patients.

2. Policy Statement

2.1 Shalom Health is committed to protecting the privacy of patient information and to handling all personal information in a responsible manner in accordance with the *Privacy Act 1988* and the *Australian Privacy Principles Guidelines 2015*.

3. Collection and handling of information

Collection and storage of information

3.1 Client information that is collected includes client's name, address, contact details, date of birth, gender, occupation, health information and family history. This includes electronic record systems as well as written client records/files; and includes information collected in various ways such as over the phone, via email and in person.

3.2 All client information is kept securely. Electronic information is password protected with limited access. All written records and files are kept in a locked filing cabinet.

Use and Disclosure

3.3 All client personal information is treated as strictly private and confidential. This information is only used for purposes directly related to the client's treatment. Information will only be disclosed to other parties with the client's written consent.

3.4 There are occasionally circumstances where personal information may be required by law to be disclosed to third parties such as to police, insurers, solicitors or courts of law.

Access

3.5 Client's are entitled to request access to their records.

3.6 Any requests by clients for access to their records must be put in writing.

3.7 On receipt of written request, this information will be provided to the client within a reasonable time.

3.8 A fee may be charged for the administrative costs of retrieving and providing this information.

3.9 Access to records may be denied in certain circumstances permitted by law (for example, if disclosure may cause a serious threat to the client's health and safety). In such a circumstance the client will be given a reason for denial of access along with providing options for responding to this decision.

3.10 This privacy policy is available on our website. Copies will also be provided upon request.

4. Complaints

4.1 Any complaints about a breach of privacy are required to be made in writing.

4.2 Upon receipt of a written complaint, all attempts will be made to resolve the complaint promptly and satisfactorily.

4.3 If a client is dissatisfied with the handling of their complaint they may make an application with the Australian Commissioner or the NSW Privacy Commissioner.

5. Related Legislation and Documents

Privacy Act 1988

Australian Privacy Principles Guidelines 2015.

6. Changes

6.1 Any changes made to this policy will be available on our website and in the practice.