

PRIVACY POLICY

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. These forms include but are not limited to:

- Paper records
- Electronic records
- Visual records such as X-rays, scans and photos.

Our practice stores all personal information securely in various forms. These forms include but are not limited to:

- Electronic format in protected information systems that are password protected
- In hard copy in a secure environment such as a locked cabinet with limited staff access

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing, via email or letter and our practice will respond within 30 days. Patients may be charged a small fee to cover the cost of administrative time and consumables.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the clinic via email admin@civicparkmedical.com.au or by letter.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Our practice can be contacted via email, admin@civicparkmedical.com.au, via phone on 5635 3355, via fax 5625 4595 or via letter in the mail to Civic Park Family Medical Centre, 79 Young Street, Drouin, 3818. We endeavor to respond to all complaints regarding privacy within 30 days. Your privacy complaint will be treated in confidence by the practice manager.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Privacy and our website

Personal information may be collected through our website and or social media pages in instances such as completing an online registration form.

Our website and or social media pages may contain links to other websites operated by third parties. We are not responsible for the content and privacy practices of other websites. We encourage you to examine each website privacy policy.

PRIVACY POLICY

We have policies and procedures in place to protect personal information that we have under our control. However, you should be aware that there are inherent risks associated with transmitting information via the internet.

While we strive to protect information, we cannot ensure or warrant the security of any information transmitted to us online and individuals do so at their own risk. Once any personal information comes into our possession, we take reasonable steps to protect that information from misuse or loss and from unauthorised access, modification or disclosure.

If you do not want to use the internet, we provide alternative ways of obtaining and providing information, such as by phone and mail. In some circumstances, our security guidelines may also require us to send information to you by non-electronic means

Our Website uses cookies to make your experience of the site easier and more efficient. A cookie is a small data file placed on your hard drive by a web page server. A cookie cannot retrieve any data from your hard drive, pass on a computer virus, or capture your email address. The cookie will remain on your computer as a record for future visits to this Website.

You can configure your browser to notify you when you receive a cookie, providing you with the opportunity to either accept or reject it. You can also refuse all cookies by turning them off in your browser or deleting all cookies from your computer

Policy review statement

This privacy policy will be reviewed annually to ensure it is in accordance with any changes that may occur. Patients will be notified when the policy is amended by electronic communication, face to face communication, posters at reception and in the waiting room or by any other means necessary to ensure all of our patients are notified.