

PRIVACY STATEMENT

Current as of 11 August 2021

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within Mulungu, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register as a patient of Mulungu, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Mulungu will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes.

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Mulungu may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - your guardian or responsible person
 - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
 - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with Mulungu for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with privacy laws and this privacy statement
- with other healthcare providers
- when it is required or authorised by law (eg court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification such as COVID-19)
- during the course of providing medical services

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this privacy statement, Mulungu will not share personal information with any third party without your consent.



We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Mulungu will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

Mulungu may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms including but not limited to paper records, electronic records, visual records (X-rays, CT scans, videos and photos) and audio recordings.

Mulungu stores all personal information securely in electronic format, in protected information systems or in hard copy format in a secured environment that is password protected. Hard copies of your records are kept in locked and secured cabinets. Mulungu also have in place confidentiality agreements for staff and contractors.

How can you access and correct your personal information?

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

Mulungu acknowledges patients may request access to their medical records. We require you to put this request in writing and we will respond within 30 days. There may be a small fee in providing you with copies of the records you have requested.

Mulungu 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 us.

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 to the Clinical Practice Manager and we will then attempt to resolve it in accordance with our resolution procedure. The Clinical Practice Manager can be emailed on ClinicalCorrespondence@mulungu.org.au. You can also post us your complaint to:

Clinical Practice Manager
Mulungu Aboriginal Corporation
PO Box 2297
MAREEBA QLD 4880

Privacy and our website / internet

You can access and use Mulungu's website anonymously, without disclosing your personal information. Our website does not collect your personal information, other than information you choose to provide through online forms or email addresses. We may use this to respond to you and discuss your enquiry.

We analyse how our site is used to help us make it better. We do this by obtaining reports on internet usage. These reports tell us which pages are visited, for how long, on what operating systems and browsers and from what areas. This works by using a 'cookie'. Cookies are small files placed on your computer to help remember your preferences. You can find more information about cookies at Cookie Central.

If you send information over the internet, it may not be completely secure. If you are concerned about sending us sensitive information you might prefer to contact us by telephone, mail or see us in person.

Privacy Statement reviews

This Privacy statement will be reviewed regularly to ensure it is in accordance with any changes that may occur. Current copies of the Privacy Statement will be available at Mulungu and Midin Clinics and will be made available to you upon request.