

# PRIVACY POLICY

The Eye Hospital respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988. The National Privacy Principles apply to us from their introduction on 21 December 2001. This policy describes how we manage any personal information we have about you.

## The Eye Hospital may hold the following information about you:

- Name, address and telephone numbers
- Date of birth
- Email address
- Health information, including details of your previous history and examination
- General Practitioner/Optometrlist
- Referring Doctor
- Other specialists, lawyers and insurance companies.
- Transaction details associated with services we have provided to you
- Any additional information provided to us by you
- Any information you provided to us through patient surveys

## We use personal information:

- To provide medical treatment and care for you
- To assist your treating doctors, nursing staff and other allied health professionals in providing medical treatment and care to you at our facility
- To assist with any calls you make to us
- For our internal administrative requirements
- To process private health fund claims
- To provide information to Medical Practitioners and other Allied Health Professionals who provide necessary follow up treatment and ongoing care
- For benchmarking and clinical indicator reporting in a de-identified form.
- To provide data in both an identified and de-identified form to State
- Government agencies in compliance with numerous legislative requirements
- To provide data in a de-identified form to the Private Hospital Data Bureau
- For research and developments

## The Eye Hospital stores personal information:

- Contained in paper based and other hard copy documents in a dedicated storage facility.
- Contained in electronic records in a secure environment

Such records are only accessible by those persons who require access to the personal information for the purpose of carrying out their employment. You may request access to personal information we hold about you by writing to The Privacy Officer. You do not have to provide a reason for requesting access. In some instances this information may legitimately be withheld in which case an explanation will be given to you. There may be a cost associated with obtaining information from your file. Our Privacy Officer will contact you on receipt of your request and outline the procedure required in processing the information you are seeking.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate then you may request an amendment of it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating that you disagree with it.

This document represents The Eye Hospitals policy as at 21 December 2001. We may change this policy from time to time. Although we intend to observe this policy at all times, it is not legally binding on The Eye Hospital in any way. From time to time we may regard it as necessary or desirable to act outside the policy. Any questions about this policy, or any complaint regarding treatment of your privacy by The Eye Hospital, should be made in writing.