



Hunter Hand Rehabilitation Centre

Privacy Policy

Hunter Hand Rehabilitation Centre ("us" or "we") is committed to providing quality services to you and protecting the privacy of our patients. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The Australian Privacy Principles are available on the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What information we collect

We need to collect your Personal Information to provide clinical services to you. Examples of Personal Information that we may collect include names, addresses, contact details (such as email addresses, phone and facsimile numbers), private health care details and sensitive information such as Medicare numbers, and medical information (such as medical history, clinical information and test results).

This Personal Information is collected in many ways including interviews, patient information forms, correspondence, by telephone and facsimile, by email, via our website www.hunterhandrehab.com.au, from publicly available sources and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our health services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

What information we hold

Your personal information may be held by us in various forms, including as paper records that are shredded after being uploaded as electronic records, electronic records and visuals (such as x-rays).

What information we may disclose

Your Personal Information may be disclosed in a number of circumstances including the following:

- to third parties (including your authorised representatives) where you consent to the use or disclosure;
- to other health professionals involved in your care (such as your GP, specialist or other allied health professionals); and
- where there is a statutory requirement for us to disclose.

Third parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years (and for any patient who is a minor, until they are 25 years of age).

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

We will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Hunter Hand Rehabilitation Centre

Suite 7, 20 Smith St, Charlestown, 2290

Ph: (02) 4920 6336

Fax: (02) 4027 5002