

Health Management Solutions Queensland's Privacy Policy

Introduction

This privacy policy is to provide information to our clients and/or perspective clients on how your personal information (which includes your health information) is collected and used within the practice and online as well as the circumstance/s we may share it with third parties.

Your privacy is important and the importance of protecting that privacy is not lost on us. Our practice is governed by numerous state specific privacy laws and we respect your right to privacy and have a legal obligation to abide by Privacy Act 1988. The rules and regulations under the Privacy Act are known as the Australian Privacy Principles (APP).

When you become a client of Health Management Solutions Queensland you consent to our staff and contractors accessing and using your personal information so that we/ they can provide the best possible healthcare services to you.

Only our staff that need to see your personal information will have access to it. If we need your information for anything else, we will seek your consent to do this.

What is personal information and sensitive information?

Your personal information is any information that we can use to personally identify you. In other words, if you are reasonably identified from the information collected by us then this constitutes personal information.

Sensitive information is any information that is necessary for us to collect in regards to your healthcare. In this policy personal and sensitive information are referred to as personal information.

What personal information do we collect and store?

Health Management Solutions Queensland collects and stores personal information to provide you with the best healthcare possible and to maintain a high quality of client services. This information includes but may not be limited to:

- Your name, address, and telephone number
- Your age or date of birth
- Your Medicare number, Veterans' Affairs number, health care card number, health fund details or pension number.
- Current and past medications and/or treatments
- Information relevant to your medical care
- Your email details
- Your ethnicity
- Occupation or job title
- The name of any health service provider or medical specialists you are referred to, copies of any letters of referrals and copies of any reports; and

- Any additional information related to you that you provide directly to us through our representatives, medical and/or allied health professionals providing services at or from our clinic or on our behalf.

We may even collect some information that is not personal in nature because it does not identify you or anyone else (e.g. anonymous surveys).

We collect your personal information direct from you unless it is unreasonable to do so. We do this in the following ways:

- New patient forms;
- Purchase of over the counter or online products.
- Online enquiry through our website and social media platforms (e.g. Facebook)
- Enquiry or complaint
- Incoming call lists;
- Entering a competition set up by our practice;
- Engaging with our social media platforms (e.g. Facebook)

We may also collect personal information from a third parties such as:

- Solicitors, Lawyers, and workers compensations companies;
- Medical and allied health professionals referring you to our services (e.g. general practitioners, dieticians, physiotherapists, specialists, etc.)

The purpose for collecting this information is to provide optimal healthcare services, maintain a high level of client service. We also collect personal information for the purposes of:

- Administrative purposes in running our clinic;
- Billing Purposes;
- Accreditation and quality assurance activities to improve our healthcare service delivery to individuals and the wider community as well as practice management;
- Direct Marketing purposes such as mail and email reminders;
- For the purpose of research and statistical analysis (only de-identifying information);
- To comply with legislative and/or regulatory requirements;
- Sending communication about our products and services;
- Advising you if the clinic will be closing down or relocating; and
- Update your records and keep your contact details current.

How do we use your personal information?

We use your personal information in the same way and for the same reasons as we collect it – to provide the best possible healthcare service and maintain a high level of quality customer service.

Health Management Solutions Queensland may use a person's information for the following purposes:

- For use in a multidisciplinary setting (e.g. conferencing with your other allied health professionals or medical team)
- Provide you with product and services information and promotions
- Respond to enquiries (in persons, over the phone and online)
- To improve our product and services we deliver
- Develop and improve our website and social media platforms

- Direct marketing purposes such as mail and email reminders
- Remind patients of upcoming appointments in the form of a phone call, SMS or email.
- Advise of upcoming promotions, specials, events and sales.
- Advise our clients and prospective clients of meetings
- Inform a client they have won a competition
- As required to by the lay and under the privacy act.
- For the purposes of debt collection and legal proceedings.

Disclosure of personal information.

We do not disclose or store personal information to residents located overseas nor to do we sell, trade or rent personal information to others.

On occasions we outsource some of our services and/or undertake student practical placements. This may involve us sharing your persons information with third parties. For example, we outsource our admin and patient reminders to a third party. All third parties are required to sign confidentiality agreements prior to being given personal information or access to personal information and they will only be granted access to information we deem to be necessary for them to complete the outsourced work (i.e. they will not have unrestricted access).

Our Cookie Policy

What are Cookies

It is common practice for most professional websites to use cookies which are tiny files that are downloaded to your computer to improve your experience. The below sections describe what information they gather, how we use it and why sometimes we need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or “break” certain elements of the site’s functionality for you.

How we use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave the cookies on if you are not sure whether you need them or not in case they are used to provide a service that you use on the site.

Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser help for more details on how to do this) but please be aware that disabling cookies will affect the functionality of this site and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features on this site.

The Cookies We Set

1. Surveys related cookies – From time to time we may offer user surveys and questionnaires to provide you with interesting insights, helpful tools or to understand our user base more accurately. These surveys may use cookies to remember who has already taken part in a survey or to provide you with accurate results after you change pages.

2. Forms Related Cookies – When you submit data through a form such as those found on our contact page or comment forms cookies may be sent to remember your details for future correspondence.
3. Site Preference Cookies – In order to provide you with a great experience on this site, we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.

Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details cookies you might encounter on this side.

| Third Party / Third Party Cookies | Why it is used | Where to go for more info. |
|------------------------------------|---|--|
| Google Analytics | Helps us understand how you use the site and ways we can improve your experience and the sites functionality. | Official google analytics page |
| Social Media buttons and plug-ins, | Allow us and allow you to connect with your social network in various ways. For these to work the following social media sites including Facebook and LinkedIn will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their privacy policies. | See the relevant official social media pages policies. |

Complaints Regarding A Breach Of Your Privacy

We take complaints and concerns regarding privacy very seriously. Should you have concerns about privacy you can express these concerns in writing. We will attempt to resolve your concern / complaint in accordance with our resolution's procedure and in a timely manner. Such expressions of concern or complaint should be made to Health Management Solutions Queensland, Building F, 11 Salisbury Rd Ipswich, QLD, 4305.

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 please visit www.oaic.gov.au or call the OAIC on 1300 363 992.

We take all reasonable steps to ensure that your personal information is safe and protected from misuse and loss from unauthorised access, modification or disclosure. We hold most of your information electronically however some of the information may also be stored via hard copy. **ALL** Personal Information is destroyed or de-identified when no longer needed.

If you have any questions about this privacy policy, any concerns or complaints regarding the treatment of your privacy or a possible breach of your privacy please contact Health Management Solutions Queensland in writing on the details below.

The Owner
 Health Management Solutions Queensland
 Building F,
 11 Salisbury Rd
 IPSWICH, QLD, 4305

Your request or complaint will be treated confidentially and will aim to ensure that your concern is resolved in a timely manner.

Our Privacy policy is aimed at being updated annually to ensure that it is correct and accurate when possible.