

PRIVACY POLICY

Fremantle Women's Health Centre (FWHC) is committed to protecting the privacy of our clients' (their carers' and family members') personal information.

We have an obligation under the Privacy Act 1988, subsequent amendments, and are guided by the Australian Privacy Principles.

The following provides you, our clients, with information on our handling practices for the collection, use and disclosure of your personal information. It also outlines your rights and choices in relation to your personal information held by us at FWHC.

Collection

We only collect your personal information for purposes which are directly related to our functions and activities.

In order to deliver services, we collect your personal information, directly from you or your authorised representative, only with your consent.

We can offer anonymity and pseudonymity, if this is what you prefer, when you are participating in group activities, health promotion events, or when you phone our nurses for health information and advice. However, in order to provide the best quality service and to be able to access Medicare payments, names and other personal details are required if you are attending appointments with our doctors, nurses and counsellors.

Use and disclosure

We use your personal information only for the purposes for which it was collected, purposes which are directly related to one or more of our functions or activities.

We do not give your personal information to other organisations, private businesses or anyone else unless:

- you have consented;
- you would reasonably expect, or have been told, that the information is required to be passed to other individuals or organisations;
- it is reasonably necessary for the enforcement of law, required or authorised by law;
- it will prevent or lessen a serious and imminent threat to your life or health or someone else's life or health.

We may use the personal information collected with your consent to contact individuals and other relevant parties to carry out enquiries and provide services.

Website and email communications with us will require you to disclose personal information; we will only use this information for the purpose of contacting you regarding the enquiry.

We use your Medicare numbers with your consent only for the purpose of making Medicare claims for medical appointments. We do not collect or use other government related identifiers.

FWHC is required to report de-identified statistical information to meet funding requirements. You may advise us if you choose not to have your de-identified information used for statistical purposes.

We will not publish your personal information without your consent unless you would reasonably expect, or have been told, that the information is to be used for that purpose.

We will seek permission from you prior to the use of your personal information for research purposes and you may choose not to participate in research projects.

Quality of personal information

FWHC has procedures in place to ensure personal information collected is accurate, up to date and complete. These procedures include maintaining and updating electronic and hard copy records when advised by you that your personal information has changed.

Security of personal information

FWHC currently stores personal information in electronic records and hard copy documents and files.

We have procedures in place to protect the personal information held, against loss, unauthorised access, use, modification or disclosure, and against other misuse.

These procedures include maintaining electronic and hard copy records, restricted access to electronic systems and files, secure storage of hard copy files, staff induction and training, and seeking consent from you.

When the personal information we collect is no longer required, we destroy, archive or delete it in a secure manner, in accordance with relevant legislation.

FWHC utilises secure document destruction services for the disposal of hard copy documents containing personal information.

Access to, and correction of, personal information

We have procedures in place to support you to access your records held at FWHC, if and when required.

You can request a correction of your personal information. If you request us to change, update or amend your personal information, we will make the changes unless there is a sound reason under the Privacy Act or other relevant law not to do so. We will advise you in writing if this occurs, give reasons for refusal to correct the information and the mechanisms available to you to complain about the refusal.

Your choices

You have the right to access your personal information and to request corrections.

You can advise us at any time should you wish to receive or stop receiving information by email or post.

You may advise us if you choose not to have your de-identified information used for statistical purposes.

If you believe we have breached the Australian Privacy Principles, or privacy law, you can contact us by telephone, email, post or fax to make a complaint. You will be asked to make the complaint in writing, addressed to the Director of FWHC. We can provide support for you with this process if required. The Director will respond to your complaint in writing within 30 days of receiving the complaint.

You can choose to remain anonymous during this process, however if the chosen method of communication requires you to disclose personal information, we will only use this information for the purpose of contacting you regarding the privacy complaint. Making a privacy complaint will not negatively impact on other services we provide you.

You may seek additional support to make the privacy complaint by utilising an advocacy service, for example Advocare 1800 655 566 or a support person of your choice. All privacy complaints are handled confidentially, in accordance with relevant legislation, by the Director. If you are dissatisfied with the response, you may contact the Chairperson of the FWHC Board in writing requesting a review of the process and decision.

If your complaint cannot be resolved at this level, the complaint may be taken to the Office of the Australian Information Commissioner by utilising the online complaint service at www.oaic.gov.au. We can assist you to access this service and related documentation if required.