



# HUNTER HAND

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## SURGERY

Policy and Procedure

Privacy

Hunter Hand Surgery  
Version 2, 02/2024  
To be reviewed 02/2025

### Purpose of a privacy policy

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

This Privacy Policy explains how we collect, use and disclose your personal information, how you may access that information and how you may seek the correction of any information. It also explains how you may make a complaint about a breach of privacy legislation.

This privacy policy is current from 05/02/2024. From time to time we may make changes to our policy and procedures in relation to how we handle your personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available on our website and in the practice.



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### Policy

#### Collection of Information

- Collection of necessary and relevant information provided to Hunter Hand Surgery
- Information may include, full names, addresses, Date of birth, gender, health information, contact details, emergency details, financial **appropriateness** from your health insurance, and medicare.
- Collection of information may come from yourself, treating Doctors, specialist, radiologists, pathologists, hospitals, and other health care providers, health insurance companies, medicare and governing bodies.
- Collection of information may be in a way of paper, or digital and can be given within our office, or during a hospital stay.
- We may be required to retain information by law for a certain period depending on services given.

#### Use and Disclosure of your information

- All information is treated in the strictest private and confidential mananer.
- Your information is only used for the purpose directly related to your care and treatment or in a way that is reasonably expected within our medical field.
- Your information may be shared between two (2) companied businesses Hunter Hand Surgery and Hunter Hand Rehabilitation Centre.
- There may be circumstances where your information is required by law to be disclosed to a third party, for example police, medicare, solictiors, tribunals, hospitals, debt collection agencies.
- Information may be disclosed to outside contractors carrying out activities on our behalf, such as IT providers, solictiors or debt collection agencies. Our contractors are bound by our privacy agreements.



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## SURGERY

### Procedure

#### Data quality and security

- Hunter Hand Surgery take reasonable steps to ensure all personal information is accurate, complete, up to date and relevant. To achieve this staff may ask for updated records.
- All paper information is to be placed out of sight from other staff, patients or contract personnel unless relevant at the time.
- All digital information is to be used with discretion and in a way other staff, patients or contract personnel cannot see or read unless relevant at the time.
- Hunter Hand Surgery take all reasonable steps to ensure our premises and equipment are secure, password protected, and varying levels of access, modification and disclosure.
- Shredding of all patient information on paper occurs immediately once completed.

#### Correction and Access

- Any updates or corrections that need to be completed to a patient's information, need to be given in writing or in person with proof.
- A patient is intitled to their information at any given time, a request in writing needs to be submitted.
- There may be an administrative cost involved for retrieving and providing you with copies of your medical records.
- Access to your information may be denied if Hunter Hand Surgery feel the information will be detrimental to your health and or safety. We will give you reasonable explanation and the option to respond.

#### Complaints

- The handling of a complaint regarding a privacy policy or a breach of, will result in further investigation. This may include written warnings or direct termination of employment.