

## North Queensland Neuropsychology Service Privacy Policy

Current as of: 1 March 2021, to be reviewed in March 2022

***NQNS is committed to ensuring your personal information is professionally managed in accordance with all Australian Privacy Principles (APPs). This Privacy Policy provides information on how personal information about you and your health is collected, held, and used by us, and the circumstances in which we share it.***

### **What personal information do we collect and why?**

When you require our services, your clinician and/or their support team will need to collect your personal information (both past and present) so they can provide you with high quality, best care services. The personal information we collect and hold generally includes:

- Name, date of birth, address, contact details
- Medical and health information including medical history, medications, allergies, social history, family history, risk factors and treatment or services you may have already received
- Medicare number, DVA/pension/concession card details, Health fund details, NDIS details and Workcover details (for identification and funding)
- We may also use information for related business activities, such as financial claims and payments, audits and accreditation, and business processes (e.g., staff training)

### **How we collect your personal information?**

- When we receive your referral information, NQNS staff will collect your personal and demographic information as supplied by your referring doctor or agency
- Via our intake and registration process, generally before you attend your first booking
- During the provision of services, we may collect further personal information from you or from other individuals or organisations with your consent
- When you contact us through our website, send us an email, fax or letter, phone or text us, or communicate with us using social media

### **Who we share your personal information with and when?**

- Named individuals or organisations that we have your signed consent to share your information with
- Third parties who work with our practice for business purposes, such as accreditation agencies or IT providers – these third parties are required to comply with APPs and this policy
- When it is required or authorised by law (e.g., court subpoenas)
- When it is a statutory requirement to lawfully share certain personal information, such as: Mandatory notification of certain diseases, when it is necessary to lessen or prevent a serious threat to your life, health or safety or public health or safety; or it is impractical to obtain your consent

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### **How we store and protect your personal information?**

Your personal information is stored at NQNS as electronic or hardcopy records. If we receive personal information that we did not request, we will destroy that information.

NQNS stores all personal information securely and has strict protocols and policies to ensure your personal information is protected from misuse, loss, interference, or unauthorised access.

Your electronic records are accessible only by staff of this practice and are password protected. All staff and contractors must sign confidentiality agreements prior to commencing work with NQNS.

### **How can you access and correct your personal information?**

You have the right to request access to and correction of your personal information. Our practice acknowledges that you may request access to your records. We require you to put this request in writing and present it in person to 133 Thuringowa Drive Kirwan 4817, mail it to our Practice Manager PO Box 1113 Aitkenvale 4814 or via email [info@nqns.com.au](mailto:info@nqns.com.au). Our practice manager will respond within 30 days.

If your completed service was initiated, funded, or requested by a third party, access to this information may need to be obtained from the third party directly or written consent from that party may need to be provided along with your written request.

Requests for your information from third parties need to come directly from that party, with your consent attached. In this case, there will be a fee payable by the third party.

NQNS takes reasonable steps to correct your personal information where it is not accurate or up to date. We will periodically ask you to verify that your personal information held by NQNS is correct and current. You may also request that we correct or update your information, and if making this request in writing, please address to: Practice Manager, PO Box 1113 Aitkenvale 4814, or email [info@nqns.com.au](mailto:info@nqns.com.au).

### **How you can lodge a privacy-related complaint, and how it will be handled at our practice?**

We take complaints and concerns regarding privacy seriously. If you have any concerns about your privacy or wish to make a complaint about a privacy breach, contact our Director or Practice Manager on 0418717211, or send your concern/complaint in writing to [info@nqn.com.au](mailto:info@nqn.com.au).

You should provide us with sufficient details regarding your complaint, together with any supporting information. We will investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of the original written complaint.

If you are not satisfied with our response, you can contact us directly to discuss your concerns further, or lodge a complaint with The Office of The Australian Information Commissioner. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

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