



**Peter Y.
Milne**

F.R.A.C.S., F.R.C.S. (Eng),
F.A.C.S.

**Vascular &
Endovascular Surgeon**

PRIVACY POLICY

1. Patients

Mr. Milne and staff appreciate the confidentiality attached to your visit. That is why we understand the need for your personal information to be treated with the utmost care and integrity. Looking after "you" is our business. Please read the following policy to understand how we will treat your personal information. At our practice our policy is one of openness. If at any time you wish to view any of your personal information, we will be more than pleased for you to view it, to ensure this information is not subject to misuse.

Depending upon the purpose for your visit, you could be asked at various times to provide information including, but not limited to, details such as your name, postal address, telephone number and your date of birth and information about your health fund. When paying we may request your credit card details to complete the transactions.

NB: The information you provide to us is used to improve and enhance the services that we offer and for identification purposes.

Our patients may choose to submit information when they elect to:

- Make a booking with Mr. Milne.
- Book into hospital.
- Provide verbal or written information at the point of patient contact.
- Provide information to and or use an affiliated medical practice or practitioner.
- Utilize our website's.
- Accept "cookies" attached to our website's.
- Make transactions via Credit card, debit card or cheque.

The staff and management at our practice take your privacy very seriously. We have a number of ways to ensure the total security of all your personal information. We achieve this goal in the following ways;

- All computer systems have standard industry firewalls and all data bases are password encrypted
- All your details are stored in a secure area. Only authorized personnel have access to this area.
- All staff are trained to secure all personal information and to guard against loss, misuse or alteration of the information under the company's control.

The practice may also use the information to process any transactions you undertake with us and for internal administration and analysis. Your information will be disclosed to third parties only for purposes of completing your transactions with us, providing the services you have requested and for the purposes of associated administration. The practice will not sell, rent or trade your personal information to third parties for research purposes without your express written consent. Where you provide such consent, you also consent to third parties sending you information. The information you provide us in

regards to you and your health will remain in our patient history indefinitely. This is in place so we are able to recognize who you are and assist you with any special requirements you may need. The patient history will hold details including, but not limited to, your name, postal address and contact details, medical analysis, referrals and reports. All financial records will remain secured for 7 years in accordance with the federal and state laws. Upon the anniversary of this date all documents will be disposed of in accordance with the Privacy act 1988.

The practice may disclose any information allowed or required by applicable law or when deemed advisable by us. This means that we may make disclosures that are necessary or advisable to conform to legal and regulatory requirements and processes and to protect the rights, safety and property of our patients, the public and us.

2. Employees

The Practice is committed to ensuring that all personal information regarding each employee is secured at all times. The practice may store and disclose any information allowed or required by applicable law or when deemed advisable by us. Your tax file number will be only be given to the Australian Tax office and by your express permission, to your employee superannuation fund. Special rules apply to your Tax File Number.

Where employees are permitted to use communication equipment for private use, the employee acknowledges that;

- The practice keeps records of all telephone calls to and from each extension.
- Copies of e-mails sent and received are kept as part of the computer back up
- Information may be passed on to the medical communications contractors and financial and legal advisors.
- Records will be destroyed when no longer required for computer back up, accounting or taxation purposes.

3. Employment Applications

The practice accepts all applications for employment. Upon application or interview the applicant is granting permission for the use of the information provided for the purposes of whether to offer a position with the practice and the applicant also acknowledges that we are able to perform reference checks to gather information on the Individual. The practice acknowledges that upon request we will let you know what referees we contacted but will not disclose the details of the reference.

All applications for employment submitted to the practice will remain confidential. These applications will remain in a secure location and only accessible by the Practice Manager. Your application will only be kept for a period of three months. Upon this date the application will be destroyed in accordance with the privacy principles.

If you have any queries or require further information or you wish to make a complaint regarding how the practice has handled any of your personal information, please direct your queries to the Practice Manager.

It is the belief of Peter Y Milne Pty Ltd to a have an honest and fair policy when dealing with personal information. If you believe that any staff member has in any way not complied with this policy, please ensure that you bring it to the attention of the Practice Manager.