



1. Introduction

The Royal Australian College of General Practitioners (RACGP) Standards for General Practices, 5th Edition C6.3 Confidentiality and Privacy of Health and Other information requires the following:

- C6.3A: Our patients are informed of how our practice manages confidentiality and their personal health information.
- C6.3 B: Our patients are informed of how they can gain access to their health information we hold.
- C6.3 C: In response to valid requests, our practice transfers relevant patient health information in a timely, authorised, and secure manner.
- C6.3 D: Only authorised team members can access our patient health records, prescription pads, and other official documents.

To meet the requirements of this, Intelligent Ageing has developed the following policy that sets out the processes followed by Intelligent Ageing and its employees in protecting personal information (including health information) provided to us, and the circumstances in which we may disclose it to third parties.

We are committed to protecting the privacy of our patients and clients and of other individuals and organisations that communicate with our practice. We comply with the Australian Privacy Principles (APP) to fulfil our rights and obligations of collecting, holding, using, accessing, and correcting personal information. The APP consist of 13 principle-based laws that apply equally to paper-based and digital environments. The APP complement the long-standing general practice obligation to manage personal information in a regulated, open, and transparent manner.

This Policy will guide practice staff in meeting these legal obligations. It also details to patients how the practice uses their personal information. This policy must be made available to patients upon request.

2. Collection of Personal Information

Intelligent Ageing collects and holds information about patients and clients as necessary to ensure the proper functioning and operation of its practice. The personal information we collect will include the patient's:

- Name, address and contact details.
- Medicare number (where available) for identification and claiming purposes.
- Healthcare identifiers; and
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors,

Privacy Policy



Intelligent Ageing

A patient's personal information may be held as paper records; electronic records; visual x-rays, CT scans, videos, and photos; and as audio recordings.

Our procedure for collecting personal information is set out below.

1. Practice staff collect patient's personal and demographic information via registration when the patient presents to the practice for the first time.
2. During the course of providing medical services, Intelligent Ageing's healthcare practitioners will collect further personal information.
3. Personal information may also be collected from the patient's guardian or responsible person (where practicable and necessary), or from any other involved healthcare specialists.

Intelligent Ageing holds all personal information securely, whether in electronic format, in protected information systems or in hard copy format in a secured environment.

3. Use of Personal Information

Information held about a patient will only be used to fulfil our responsibility to that patient. We only gather, use and / or disclose personal information for the primary purpose for which it was collected. Unless consent is given, we will only use a patient's personal information for the purpose of providing medical services and claims for payments.

4. Disclosure of Personal Information

Intelligent Ageing will not disclose personal information to any third party other than in the course of providing medical services. In the event we need to disclose certain information, this will not be done without full disclosure to the patient or recipient, the reason for the information transfer and the full consent of the patient. We will not provide personal information to anyone outside of Australia without need and without patient consent.

Exceptions to this is where the information is:

- Required by law.
- Necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent.
- To assist in locating a missing person.
- To establish, exercise or defend an equitable claim.
- For the purpose of a confidential dispute resolution process.

Intelligent Ageing will not use any personal information in relation to direct marketing to a patient without that patient's express consent. Patients may opt-out of direct marketing at any time by notifying the practice in a letter or email.



5. Access to Personal Information

Intelligent Ageing's patients and clients are entitled to request access to their personal information. The request for access to this information should be made directly to the practice via email (info@intelligentageing.com.au) or in writing, and the practice will respond within a reasonable time.

Where information held on a patient is inaccurate, out of date, irrelevant or misleading, or we are requested to correct information, we will correct this personal information. From time to time, we will ask patients to verify their personal information to ensure it is correct and up to date.

6. Data Quality and Security

Intelligent Ageing is committed to ensuring that information held about its patients is maintained in a form that is accurate, complete, and up to date. The storage, use and, where necessary, transfer of personal information will be undertaken in a secure manner that protects the patient's privacy.

All team members are required to sign confidentiality agreements and all staff are trained on our Privacy Policy. All information provided to Intelligent Ageing will be kept strictly confidential as far as legally possible.

In circumstances where the information we hold is no longer required by us and we are not required by law to retain the information, we will take reasonable steps to destroy the information in a manner that protects the privacy of the information or ensure that it is de-identified.

7. Review of Policy

This policy will be reviewed regularly to ensure it reflects the current processes and procedures of Intelligent Ageing and current legislation requirements.