



Aurora Women's Health Privacy Policy

Scope

This privacy policy applies to Aurora Women's Health operated by Aurora Women's Health Pty Ltd and the website www.aurorawomenshealth.com.au and the other social media accounts operated by Aurora Women's Health on the platforms included but not limited to Facebook and Instagram.

We deal with the personal information collected in accordance with the Privacy Amendment (Sector) Act 2000 extends the operation of the Privacy Act 1988 to cover the private health sector throughout Australia.

The Privacy Act requires our practice to abide by the 13 Australian Privacy Principles (APPs), Which can be found on their website.

For further information regarding complying with the legislation visit the website of the Office of the Australian Information Commissioner

Personal Information

Information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- A. whether the information or opinion is true or not; and
- B. whether the information or opinion is recorded in a material form or not.

Collection of Personal Information

Aurora Women's Health collects personal information that may be provided to us when you or someone else in your organisation is dealing with us via the Website, by telephone, email, fax or in person.

In other instances, Aurora Women's Health may need to collect personal information about a patient from a third party source. This may include:

- relatives; or
- other health service providers.

This will only be conducted if the patient has provided consent for Aurora Women's Health to collect his/her information from a third party source; or, where it is not reasonable or practical for Eve Health to collect this information directly from that patient. This may include where:



- the patient's health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.

Personal information includes 'sensitive information' which is information including, but not limited to a patient's:

- Name
- race;
- religion;
- Date of Birth;
- Medicare No.;
- Private health information;
- sexual preferences; and or
- health information.

How do we use your personal information

We may use your personal information in the following ways:

(a) assess your health, advise on treatment, confer with other practitioners and monitor your health outcomes (including the use by other medical practitioners, associated service providers and any other persons who provide to the Group oncall or locum support for the Group and/or our doctors);

(b) manage your accounts and billing, including Medicare and private health insurance claims;

(c) managing our practice – including quality assurance, practice accreditation and keeping our records up to date;

(d) contact you; and

(e) facilitate our internal business operations including to fulfil our legal requirements and obligations and for quality assurance and management purposes.

If you do not want us to contact you with marketing and promotional messages and material, please contact us using one of the methods set out below under 'How to contact us'.



Purpose of Collection , Use and Disclosure

We may disclose your personal information to organisations and individuals outside of the Group if you have asked us to do so and/or in the course of providing health services to you in the following manner:

- (a) subject to our professional obligations, to any person where necessary in connection with our provision of services;
- (b) on a confidential basis to external service providers so that they can provide medical, financial, administrative or other services in connection with the operation of our services;
- (c) sharing your information within the treatment team of the Group, including any person who collaborates with the Group to provide on-call or locum services on behalf of the Group;
- (d) communicating with referring medical practitioners, referrals to other medical practitioners, hospitals or health providers and referring specimens for analysis;
- (e) complaints and incident handling, and notifications to our insurers;
- (f) disclosure, where legally required, to third parties; including, responding to a court subpoena or for mandatory reporting compliance in respect of the Group's regulatory obligations; and
- (g) subject to our professional obligations, as permitted in accordance with the privacy laws:
 - (i) installing, operating, maintaining and repairing our information technology services, including the Website;
 - (ii) providing us with legal and accounting advice and other professional services;
 - (iii) providing us with marketing and promotional services and market research; and
 - (iv) analysing use of the Website.

Accuracy and security of the personal information that we hold

We take reasonable steps to make sure that the personal information that we collect is accurate, up to date and complete. Please contact us if the personal information that we hold about you is inaccurate, incomplete or out-of-date, and we will take reasonable steps to correct the information.

We also take reasonable steps to protect personal information that we hold from misuse and loss and from unauthorised access, modification or disclosure.



Accessing your personal information

Under the Act, you have a right to access your personal information, although the Act does provide for some exceptions to this general rule. For security reasons, you may be required to apply in writing before we will give you access to your personal information. We may charge a fee for retrieving your personal information and providing it to you.

COMPLAINTS HANDLING

If you have a complaint in regard to our Privacy and Confidentiality Policy, or you feel there has been a breach of the Australian Privacy Principles, please address your complaint in writing to:

The Director Aurora Women's Health Eve Health, 667 Stanley St Woolloongabba 4102. Please include contact details; including a telephone number; so that we may contact you in a timely manner.

How to contact us

If you believe that we have failed to comply with this privacy policy, or if you have any other enquiry about the personal information that we have collected from you, you should contact us using one of the following methods:

Physical Address: 667 Stanley St , Woolloongabba, Telephone: 07 3839 0552

Email: admin@aurorawomenshealth.com.au