

QUT Health Clinics Privacy Notice

QUT and its Health Clinics must comply with the privacy principles specified in the *Information Privacy Act 2009*.

The following information summarises the ways in which these privacy principles apply to you and the QUT Health Clinics. If you have any queries about the privacy of your personal information, please discuss them with a member of the QUT Health Clinic staff. Further information about privacy at QUT can be obtained from QUT's website at <http://www.governance.qut.edu.au/compliance/privacy/index.jsp>

The information we collect from you

In accordance with the privacy principles of the *Information Privacy Act 2009*, the QUT Health Clinics must ensure that the collection of personal information is fair, lawful and not intrusive. Only relevant personal information will be collected. The personal information that the QUT Health Clinics collect about you is only what is necessary for your care and relates directly to your health and health outcomes. Your Allied Health Practitioner may ask about your relatives' health to determine whether you are at risk for some medical conditions that have a hereditary component. You may also be asked about your general health and any medications that you are taking. This is necessary because many medications have significant effects on your general health. You do not have to provide this information but if we are not aware of some of this information it may result in you receiving a lower standard of care.

A number of our Clinics require your Medicare card details to assist with your ongoing health management. To determine if you are eligible for other assistance packages you may also be asked if you have private health insurance and/or Health Care Card and/or Department of Veteran Affairs eligibility.

How your personal information is used by the Clinics

The QUT Health Clinics have an ethical obligation to use your personal information only to assist you. Our purpose in collecting the information about you is to ensure delivery of appropriate health care services that are tailored to your needs.

As the QUT Health Clinics are teaching clinics we may use information from your record for teaching and/or research purposes. We may use the information to identify you as a possible research participant and contact you to ask if you are willing to participate in a specified research project or in special teaching clinics. Alternatively, we may use the information from your record for teaching and research purposes in a way that does not identify you.

Before we use your personal information, we will take reasonable steps to ensure that the information we hold is accurate, complete and up-to-date. We will also keep your personal information secure, whether the information is held on patient record cards or in our database.

QUT Health Clinics
44 Musk Ave
Kelvin Grove Qld 4059 Australia
Phone +61 7 3138 9777
Email: healthclinics@qut.edu.au

Obtaining access to your medical records

You have a right to know what information is being held about you. The QUT Health Clinics will give you access to personal information we hold about you, on request. This does not mean that you own the records or that you can remove them. If you wish to know what information the QUT Health Clinics hold, discuss this with your Allied Health Professional who will be able to take you through the record and explain any technical terms, abbreviations or jargon.

If you have any concerns about the way in which information about you is kept, discuss this with your Allied Health Practitioner who will be able to explain exactly how the information is stored and used. If information is inaccurate, you can request that it be amended. Generally, the original information must be retained for legal purposes but corrections can be added.

Prior to information being disclosed to you proof of identification is required. Records may not be removed or borrowed. Occasionally the University's Privacy Officer may advise that access should be sought under the University's formal Information Privacy processes, rather than a request to the Clinics. For more information see http://www.governance.qut.edu.au/compliance/privacy/access_personalinformation.jsp.

Disclosure of Personal Information to Others

The QUT Health Clinics do not routinely disclose information about you to other persons or bodies. We may disclose information from your records to other health care professionals or to other third parties, such as employers, Work Cover and other bodies, if you give your permission.

Privacy principles provide for limited circumstances in which disclosure without consent or prior notification may be justified, for example, if we are asked for the information in connection with a police investigation, if we receive a writ or subpoena or similar legal document imposing a legal requirement on us to disclose the information, or if disclosing the information will prevent or lessen a serious and imminent threat to a person's life or health. These circumstances are regarded as extremely rare, and your Clinic record will be noted if these types of disclosure occur.

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