



Privacy Policy

Last updated 29 November 2019

Overview

ReportMED takes your privacy and collection of personal information very seriously. This Privacy Policy outlines how ReportMED collects, holds, uses and discloses your personal information.

As a health service provider, we are required by law to comply with privacy provisions outlined in the *Privacy Act 1988* (Cth) and the National Privacy Principles.

Collection of your personal information

The primary purpose of collecting your personal information is to provide an expert medical report as requested by an insurer or your lawyers.

We may hold in our possession, relevant health records have been provided to us by the requesting authority. This is required to enable our specialists to complete their medical reports.

We may also collect personal information such as your name, date of birth and contact information. These details will not be disclosed to any third party, however, is important for our company to obtain these so that we are able to contact you if need be.

Disclosure of your personal information

ReportMED may disclose your personal information to any of the following entities:

- The person or organisation who have elected to use our services (such as your legal representative or an insurer)
- Other health practitioners or emergency services where our specialists deem a patient to be a threat to themselves or others
- Where this is a statutory requirement to disclose a condition (some diseases may require compulsory notification)
- When it is required or authorised by law (e.g. Subpoena)

Any request for your personal information from a third party not covered by the above, will be denied without your consent.

How we protect your personal information

We may store information both in hard copy or electronically.

All information stored in an electronic format is secured via password protection and security software.

All information stored in hard copy is secured under lock and key, either at our premises or in a secured external storage location.

Once it is deemed that we are no longer required to hold any of your personal information or records, we will take all necessary steps to ensure the destruction any such information.

Access to your personal information

Pursuant to *The Health Records Act 2001*, you are entitled to access, view and obtain copies of your personal and health information which is collected and stores by our practice.

Any request for your personal information needs to be addressed to ReportMED and provided in writing.

Privacy complaints

If you have any concern or query about how we use and manage your personal information, please direct them to the Privacy Officer at admin@reportmed.com.au.

We aim to get back to you within 30 days of receiving your enquiry.

You may also address your concerns to the Office of Health Services Commissioner.