

PRIVACY POLICY

Word By Mouth Speech Pathology (WBM) respects the confidential nature of the relationships between patients, employees, health care/ educational professionals and others (as identified by you).

This extends to recognising your right to information privacy and access to information about you.

The Privacy Act (1988) and Australian Privacy Principles (APPs) guide WBM's Privacy Policy.

These principles provide the framework for WBM's management of all health information.

7. Openness (adapted from APP 1)

WBM will maintain open/transparent operating procedures to manage its health information, and these policies will be available to any person who asks to see them.

8. Anonymity (adapted from APP 2)

WBM will give individuals the option of not identifying themselves when engaging with the organisation where this is lawful and practicable. WBM will advise individuals of the importance of health information to the health care service provided to them by WBM.

9. Collection (adapted from APP 3, 4, 5)

WBM will only collect health information necessary for the performance of its health services and with consent. Individuals who provide health information will be notified about what happens to their information and that they can gain access to it.

10. Use and Disclosure (adapted from APP 6)

WBM will only use or disclose health information for the primary purpose for which it was collected or a directly related secondary purpose which the person would reasonably expect. If there is any doubt about this expectation, then WBM will gain consent from the person for the use of their health information. Confidentiality agreements will be entered into between WBM and other parties where there is use of personal or health information.

11. Transborder data flows (adapted from APP 8)

With the exception of WBM's Information Technology Data Storage and any associated electronic data communication/emailing systems, WBM will only transfer health information outside Victoria if the receiving organisation is subject to laws substantially similar to the Health Privacy Principles, or confidentiality and disclosure agreements are in place between the individual and the external organisation. (i.e. in the case of overseas patients)

WBM engages the services of organisations which may be located outside of Victoria and in some instances, outside of Australia. WBM's data storage service providers use encryption technology to ensure the privacy of its clients. These service providers are currently located outside of Australia.

1. Data quality (adapted from APP 10)

WBM will take all reasonable steps to ensure health information it holds is accurate, complete, up to date and relevant to the functions and services it provides.

2. Data security and retention (adapted from APP 11)

WBM will safeguard the health information it holds against misuse, loss, unauthorized access and modification. Health information will be destroyed or deleted in accordance with Health Privacy Principle 4.

3. Access and correction (adapted from APP 12, 13)

WBM recognizes that individuals have a right to seek access to health information about them, and that this right extends to correction of the information if it is inaccurate, incomplete, misleading or not up to date.

4. Transfer/closure of the practice of a health service provider

WBM has relationships with numerous clinical service providers and businesses. In the event these businesses cease to operate or operate as partners in health services with WBM, WBM will expect to be notified of business organisation closures or transfers.

5. Making information available to another health service provider

WBM will make information relating to an individual available to another health service provider if requested by the individual and it is appropriate.

6. Autonomy

It is the policy of WBM that all clinicians have complete autonomy in clinical decision making, in whom they refer patients to, and to which pathology and diagnostic imaging services they refer.