

East St Kilda Eye Clinic

Privacy Policy

East St Kilda Eye Clinic is committed to the protection of your personal information in accordance with the National Privacy Principles set out in the Privacy Act 1988. When we ask you to provide certain information by which you can be identified in our rooms or when using this website you can be assured that it will only be used in accordance with this privacy statement.

We may collect the following information:

- Name
- Contact information including email address, postal address and delivery address
- Telephone or mobile number
- Executor, trustee, guardian or power of attorney
- Personal medical history
- Family medical history
- Payment details

Your personal information may be used as follows:

- Provide you with appropriate medical services
- Manage our internal operations ie record keeping and accounting

All information is kept in strictest confidence but may be disclosed to another agency that carries out functions for us or on your behalf, including

- Allied health professionals eg referring practitioners, optical dispenser, pharmacist, pathologist
- Medicare, private health insurance, Work Cover or TAC
- Your executor, trustee, guardian or power of attorney
- A debt collection agency (account-related information only)

You must obtain the consent of any third person whose personal information you provide to us and a copy of this statement must be shown to them.

The protection of your privacy and personal details is one of our highest priorities; we consider this to be one of our major responsibilities. We do not disclose your private information to any other person or company, other than in the circumstances outlined in this Privacy Policy.

You have the right to reasonably access your personal details. If you request access to your personal information, we will grant your request unless providing you with access would unreasonably impact upon the privacy of others or is not otherwise permitted under the National Privacy Principles. If we refuse your request to access your personal information, we will provide you with reason for the refusal.

Links to other websites:

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

If you have any concerns about your privacy, please speak to the doctor or staff or contact our privacy officer, Mrs Ruth Leber on 9525 9455 or The Federal Privacy Commissioner on 1300 363 992

This policy was last reviewed 25 March 2020