



Patient Privacy Policy

Introduction

Developmental Paediatrics Pty Ltd is dedicated to protecting the privacy and confidentiality of our patients' and other stakeholders' health information.

This Policy outlines how we manage patient's health information in compliance with the Privacy Act 1988, the Privacy Amendment Act 2012, the Australian Privacy Principles, and relevant New South Wales privacy legislation.

Collection, Use, and Disclosure of Personal Information Collection:

We collect essential personal information to provide high-quality clinical care.

This includes:

- personal details such as name, address, date of birth, and contact information
- medical history, current health issues and treatment plans
- Medicare and health insurance details
- information from other healthcare providers involved in your care.

Use:

Personal information is used to:

- provide medical services and treatment
- communicate with patients and their guardians
- manage practice operations, including billing and administration
- comply with legal and regulatory requirements.

Disclosure:

Personal information may be disclosed to:

- Other healthcare providers involved in your care, with your consent.
- Medicare and health insurance providers.
- Legal entities when required by law.
- Third-party service providers assisting in practice management.
- Overseas entities, if necessary, with details provided upon request.

Data Security:

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

This includes:

- secure storage of physical records
- use of encrypted electronic records
- staff training on privacy and confidentiality.

Access to Personal Information

Patients have the right to access their personal information held by us. Requests for access should be made in writing to our General Manager (business@developmentalpaediatrics.com.au), who will respond within a reasonable time frame. We may charge a fee to cover the cost of providing access.

Correction of Personal Information

We take reasonable steps to ensure that the personal information we hold is accurate and complete. If you believe that any information that we hold about you, your family member or legal guardian is incorrect, please contact us to request a correction. We will promptly respond to correction requests.

Privacy Complaints

We take complaints and concerns about the privacy of patients' personal information seriously. If you have a complaint about the privacy of your personal information, please contact our General Manager (business@developmentalpaediatrics.com.au).

Upon receipt of a complaint, we will:

- acknowledge receipt of the complaint
- investigate the complaint and gather relevant information
- provide a response within a reasonable time frame, outlining the outcome and any actions taken.

If you are dissatisfied with our handling of a complaint or the outcome, you may contact the Australian Information Commissioner or the Privacy Commissioner:

Australian Information Commissioner

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Overseas Disclosure of Information

In certain circumstances, it may be necessary to disclose personal information to overseas entities. If this is required, we will inform you of the countries where the information may be sent and the safeguards in place to protect your privacy.

Contact Us

For any questions or concerns about this Privacy Policy or our handling of personal information, please contact:

General Manager

Developmental Paediatrics Pty Ltd

Level 4, 209 Oxford Street, Bondi Junction NSW 2022

P: +61 2 9369 2100

E: business@developmentalpaediatrics.com.au

Changes to This Privacy Policy

Developmental Paediatrics Pty Ltd reserves the right to make amendments to this Privacy Policy at any time. The latest version will be available on our website or by contacting us directly. This Privacy Policy was updated on June 14, 2024.