

Suggestions, Concerns and Complaints  
All suggestions, concerns and complaints are treated with respect.

If you have any suggestions, concerns or complaints please contact the Practice manager or CEO during business hours.

If not resolved, please contact  
Health and Community Services Complaints  
Commissioner

Toll Free phone: 1800 232 007  
Website: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

#### Privacy and Confidentiality


PLAHS securely stores your information.

All information collected is to provide you with the best possible healthcare.


All PLAHS staff have signed Confidentiality Agreements and are obligated to never share any information about PLAHS clients or the business at PLAHS.

# PORT LINCOLN ABORIGINAL HEALTH SERVICE

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 Phone: 08 8683 0162

Fax: 08 86830126

 E-mail: [reception@plahs.org.au](mailto:reception@plahs.org.au)

Website: [www.plahs.org.au](http://www.plahs.org.au)

[www.facebook.com/plahs.org.au/](https://www.facebook.com/plahs.org.au/)



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[www.plahs.org.au](http://www.plahs.org.au)

# PLAHS PRIVACY POLICY

## Introduction

This Privacy Policy is to provide information to you, our clients, on how your personal information including your health information, is collected, stored and used at PLAHS, and the circumstances in which we may share it with third parties.

What personal information do we collect?

The information we collect about you includes:

- Names, date of birth, address, contact & emergency details
- Medical information including medical history, medications allergies, adverse events, immunisations, social and family history and risk factors
- Medicare number
- HealthCare identifiers

Why and when your consent is necessary

- To enable GPs and practice to manage your health and provide the best possible healthcare.
- To enable financial claims and payments, practice audits and accreditation and business processes.

How does PLAHS collect your personal information?

PLAHS collects your personal information:

1. When you make your first appointment: and register as a client. PLAHS needs your personal and demographic information.
2. During the course of providing medical services, we will collect personal health information.
3. When you contact PLAHS by phone, Facebook or visit our website we may also collect further information.
4. In some circumstances we receive information from other sources from:
  - Your guardian or responsible person
  - Other healthcare providers such as specialists, allied health professionals. Hospitals, pathology and diagnostic imaging services,
  - Medicare, Department of Veteran Affairs or your health fund.
  - My Health Record

Who PLAHS shares your personal information with?

- With other healthcare providers
- When required or authorised by law (court subpoenas)
- When there is a statutory requirement to share certain personal information (e.g. some disease require mandatory notification)
- When necessary to lessen or prevent a serious threat to a client's life, health or safety or impractical to obtain client's consent.
- Accreditation agencies, business and IT providers who agree to abide by this policy.

PLAHS will NOT share your personal information: or images

- With any unauthorised medical or business service without your consent
- With anyone outside of Australia without your consent
- For marketing of any goods or services

How PLAHS stores and protects your personal information:

- Your information is securely stored digitally with regular encrypted backups stored off site.
- Regular cybersecurity checks and audits are undertaken by an external IT company.
- All PLAHS staff and external contractors have signed confidentiality agreements and abide by the Australian Privacy Principles

Dealing with PLAHS anonymously

- You have the right to deal with PLAHS using a pseudonym unless it is impractical or we are authorised by law to only deal with identified individuals.

How to access your personal information at PLAHS

To request access or update your personal information at PLAHS, write to the Practice Manager at PLAHS or email [reception@plahs.org.au](mailto:reception@plahs.org.au).

If you have a complaint about privacy at PLAHS:

- Complete a Complaint form
  - See the CEO in person
- OR if still not satisfied with the response:
- Contact the Office of the Australian Information Commissioner (OAIC) on 1300 336 002
  - Further information: [www.oaic.gov.au](http://www.oaic.gov.au)