

Privacy & confidentiality policy

We are committed to protecting the privacy of your personal information. The Fertility Control Clinic respects and upholds patients' rights to privacy protection under the Australian Privacy Principles (APPs). This policy sets out our commitment to the protection of this information in an open and transparent way.

What personal information do we collect?

We collect personal information such as your name, date of birth, address, contact details, occupation, health information, health fund information, your referring doctor, the nature of the problem for which you are seeking treatment, investigations and advice you were given.

Why do we collect personal information?

We collect personal information so that we can provide you with the best possible treatment. We collect and keep this information so that each member of our staff involved with your care has the facts needed to enable them to treat and advise you appropriately. This information is used directly to aid your clinical needs and for administrative purposes related to your episode of care and ongoing treatment.

How do we protect your personal information?

We take all reasonable measure to protect personal information from unauthorised access, improper use, disclosure, unlawful destruction or accidental loss. Medical records and computer systems have controlled access and only authorised staff can gain access. We keep medical records for a minimum of seven years in a dedicated and secure storage area of our facility. After seven years, paper based medical records are destroyed. No electronic data is stored on Cloud or externally to Australia.

Who else can access your personal information?

While you are an inpatient, general information about your condition may be provided to your next of kin or another person who you nominate, unless you request otherwise.

After your inpatient visit, a letter may be sent to your referring doctor. This letter summarises your treatment at the Fertility Control Clinic. If you do not want this information to be sent to your doctor, please let the admission staff or nurse know.

After you are discharged from our hospital, other healthcare professionals involved in your care may contact us to obtain information to help with your ongoing care. Please advise us if you do not want us to share information about you with other healthcare professionals.

There may be other situations where information about you may be released e.g. to your private health insurance provider to process your inpatient services claims; to the Department of Health about specific conditions or treatments; and for any legal action.

How can you access your personal information?

If you would like a copy of your health information, you need to make a written request to the Practice Manager. There may be a fee involved to retrieve this information and make it available to you.

What if you have a concern about how we have managed your personal information?

If you have any concerns with how we have managed your privacy in relation to your personal information, you can raise these concerns with our Practice Manager. If you are not satisfied with how we have handled your concern, you can complain to the Office of the Australian Information Commissioner.