

Our privacy policy

Your privacy is important to us. Banksia Palliative Care is bound by the Information Privacy Act 2000 (Vic), and the Health Privacy Principles specified in the Health Records Act 2001 (Vic), Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and another appropriate and applicable legislation. This policy explains how we collect, use, hold and disclose information about individuals. In addition to this policy we may on occasion provide you with specific advice about how we use and disclose particular information that we collect from you.

If you have any questions relating to this privacy policy, please contact the Banksia Palliative Care email address juliep@banksiapalliative.com.au or telephone on 03 9455 0822. We may vary this policy from time to time.

- **The Australian privacy principles**

The Australian Government introduced legislation to protect the privacy of individuals. This legislation comprises 13 Australian Privacy Principles that apply to all organisations. You can find out more about these principles by calling the Office of the Privacy Commissioner on 1300 36 39 92 or through their website at www.oaic.gov.au.

Banksia Palliative Care respects and upholds your right to privacy protection under the Australian Privacy Principles in regulating how we collect, use, disclose and hold your personal information. We have policies and procedures to ensure that only authorised staff has access to your personal information and that it remains confidential and is only used for appropriate purposes and in accordance with this notice.

- **Why we collect your personal information**

Banksia Palliative Care adopts a team approach when planning and delivering care and services. Our Clinical and Psychosocial Support Team members use your information:

- To make decisions in collaboration with you about your treatment or care
- To help plan better services for patients
- To understand health trends
- For teaching and research purposes using de-identified data.

- **Opting out or modifying your information**

If you want to change any information that you have previously given us, or if you want to opt out of future communications, please contact us via phone, mail or reception@banksiapalliative.com.au

- **How we collect your personal information**

- Every Banksia Palliative Care Service patient has a medical record. The information collected about you is used to manage your care. We collect: •
 - Your name and contact details •
 - The contact details of your GP and next-of-kin •

- Details about your health treatment •
- Information from other health care providers if this is needed for your care.

- **How we keep your personal information secure**

If you provide us with information, it is stored securely and only accessed by staff authorised by Banksia Palliative Care. We use a range of hardware and software security measures to protect our information and ensure that only authorised staff are granted access.

- **Disclosing your personal information**

Banksia Palliative Care will not provide your personal information to any other individuals or organisations without your prior consent except where required by law to do so or where that information is provided on a confidential basis to our sub-contractors who provide services, for example database management, printing and mailing for Banksia Palliative Care. In these cases, we ensure that our contractors are also bound by the Australian Privacy Principles to keep your personal information confidential.

Banksia Palliative Care Service works as part of a team. We may need to share your information with other organisations involved in your care to provide the best care and treatment for you OR we may be required to share your information where there is a law that requires us to do so. We have a duty of care to let you know if we need to share information. For example, it is common to send a letter or a summary to your GP when you receive care and services from Banksia. This will tell your GP about the care and other health care providers involved in your care. Ambulance, patient transport services, your specialist, community nurse or local council services that look after you may ask us for information about your care needs. We will present your medical record to court if it is subpoenaed. We will report certain diseases to the Department of Health or the Victorian Cancer Registry. We report statistical information to government funding bodies. We will only discuss your care and treatment with your next of kin or the person you have nominated. Banksia Palliative Care may, from time to time, include selected messages from our event sponsors, collaborators or third parties however we will not provide your details to any third party for marketing purposes without your prior consent.

Banksia Palliative Care will not transfer your personal information overseas unless we have taken reasonable steps to ensure that the information which is being transferred will not be held, used or disclosed by the recipient of the information inconsistently with the Australian Privacy Principles. Transfer of information overseas would normally only occur for data processing purposes, for example third party payment facilitators may process their data off-shore.

- **How to access, correct or update your personal information**

If you have any complaints, questions or concerns about what information Banksia Palliative Care holds or about the accuracy of that information, please contact our Executive officer at

If you would like to access the information that we hold about you, you can write to our Executive Officer. We will endeavour to give you access to that information within two weeks. In order to maintain the confidentiality of your personal information, we will ask you to provide specific identification before we give you access. If it is not practical for you to visit our office, we will arrange to check your identification before we mail the information out to you.

If the information that we hold about you is incorrect or not up-to-date, we will update it as soon as possible after you have shown us how and why it is incorrect.

In the unlikely event that we are unable to provide you with access to your personal information for legal reasons as specified in the Information Privacy Act 2000 (Vic), and the Health Privacy Principles specified in the Health Records Act 2001 (Vic), Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012 and another appropriate and applicable legislation, we will provide you with reasons for denying access.

- **Visiting our website**

Banksia Palliative Care websites may use cookies to track site visits, your navigation experience, and items added while using the online shopping or donation facilities. If you are concerned about the use of these cookies, your browser can be configured to notify you when you receive a cookie, and provide you with the opportunity to accept or reject it. You may refuse all cookies from Banksia Palliative Care websites however some functions may be unavailable.

Where you provide your email address to us we will only use it for the purpose provided unless you have consented for us to use it for additional purposes. We will not pass it on to any other person or organisation unless we have disclosed this to you. We may also disclose your information where required by law to do so.

Banksia Palliative Care's websites may contain links to other sites of interest. We do not control, and are not responsible for the content or privacy practices of those websites. Please check the Privacy Policies on other websites before you provide your personal information to them.

- **Our website security**

Forwarding credit card numbers or other sensitive information via email or facsimile is not safe. We suggest that you do not send information to us in either format.

You should be aware that there are inherent risks associated with the transmission of information via the Internet. If you are submitting personal details, credit card numbers or other information over the Internet, please be aware that, while all reasonable efforts are made to secure information transmitted to this website, there is a possibility that information you submit could be observed by a third party while in transit. By using this website, you acknowledge that you do not hold Banksia Palliative Care liable for any security breaches, viruses, or other malicious software that may infect your computer or any loss of data, revenue or otherwise that may occur.

Any contact you receive requesting a full credit card number and CVV number, should be considered a hoax and you should disregard it and report the contact to www.scamwatch.gov.au or contact the executive officer at for further information.

Changes to our privacy policy

Banksia Palliative Care may, without notice, amend or modify its Privacy Notice by posting the amended Privacy Notice to our website.

Contact details

If you have any questions, concerns or complaints about our privacy policy or practices or would like more information, please juliep@banksiapalliative.com.au or telephone 03 9455 0822.

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