

## Privacy Policy

Ramsay Pharmacy will act to ensure that all personal and private information held in trust will remain confidential. Information collected in providing primary health care to a customer will not be disclosed without their written consent, or that of their carer, where appropriate.

### Definitions:

Definitions for this policy are:

Information, such as:

- Personal information - any information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable such as their name, address, age, health, medicines, finance, disability, family status, or any other information that can reasonably be taken to be personal or sensitive. It also includes any other information protected by legislation.
- Sensitive information - any information or an opinion about an individual's racial or ethnic origin; political opinion, membership of a political association, religious beliefs or affiliations, Philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record. It is also information that includes personal information, health information about an individual, or genetic information about an individual that is not otherwise health information.
- Disclosure - includes access to, talking and/or writing about, communicating or discussing personal and/or sensitive information in any way.

### Privacy Policy statement:

Ramsay Pharmacy is committed to protecting an individual's confidentiality and is subject to the Privacy Act (1988). The Privacy Act regulates the handling of personal information about individuals, including the collection, use, storage and disclosure of personal information, and access to and correction of that information. Information about the Privacy Act and the Australian Privacy Principles (APPs)<sup>1</sup> can be found at:

<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

<http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>

### Access to Information:

A consumer/patient has a general right of access to information this pharmacy holds about them. Our pharmacy provides the capacity for a consumer/patient to access and, where necessary, correct their own information.

If we do not let a customer know when collecting their personal information that we may disclose it to someone else or they have not given permission for this disclosure to happen, then usually the pharmacy cannot make such a disclosure. The pharmacy may disclose personal information in

accordance with the Australian Privacy Principles - permitted health situations or permitted general situations.

<http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>

Ramsay Pharmacy upholds the rights in the Community Pharmacy Service Charter and its staff is aware where the Charter is displayed publically in the pharmacy. The Charter can be accessed at:

<http://5cpa.com.au/resources/community-pharmacy-service-charter/>

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Ramsay Pharmacy confidentiality practices include:

1. All staff are aware of the requirements of State and Territory privacy and/or health records legislation.
2. When transferring information to a third party, Ramsay Pharmacy will gain written consent from the person or their carer prior to the information being provided. The pharmacy will make the relevant templates and forms available, e.g. consent form.
3. Copies of any information transferred will be filed in a confidential manner ensuring customer/patient privacy.
4. Written or other information will be handled in such a way that unauthorised persons cannot view it, and will only be accessible to staff who have a legitimate need to access the information in order to provide continuing care.
5. Whenever information is transferred between staff and customers/patients it will always be done in a respectful and discrete manner and only such information as is necessary to ensure continuous care is offered.
6. Conversations between staff members within the pharmacy concerning individual's personal matters must be conducted in such a manner that they cannot be overheard by others, and no conversations will be held outside the pharmacy regarding an individual's personal and sensitive information.
7. Not disclosing confidential information unless the individual has given permission or to prevent injury or death or as required by law.
8. The storage and distribution of all confidential and personal information will be conducted in a manner that ensures the utmost privacy from any unauthorised persons.
9. Only approved personnel will have access to and be responsible for the maintenance and updating of confidential information.
10. Each State/Territory has privacy and/or health record legislation regarding the retention and disposal of records. This applies to all types of information formats; including electronic records. To protect customers' privacy rights destruction needs to occur by secure means.
11. Customers/patients may have access to their own records as described in the Privacy Act. This will be managed by authorised personnel.

### Exceptions:

This policy does not apply in situations where there is a 'permitted general or permitted health situation', such as:

Permitted general situations:

- Lessening or preventing a serious threat to the life, health or safety of any individual, or to public health or safety.

- Taking appropriate action in relation to suspected unlawful activity or serious misconduct.
- Locating a person reported as missing.
- Asserting a legal or equitable claim.
- Conducting an alternative dispute resolution process.
- Permitted health situations:
  - The collection of health information to provide a health service. The collection of health information for certain research and other purposes.
  - The use or disclosure of genetic information.
  - The disclosure of health information for a secondary purpose to a responsible person for an individual.

In applying these situations, refer to the Australian Privacy Principles Guidelines available at [www.oaic.gov.au](http://www.oaic.gov.au)

### **Person responsible for applying policy:**

All staff will be required to adhere to the Ramsay Pharmacy Confidentiality Policy. However the Pharmacist in Charge will be responsible to answer any questions relating to the policy.

### **Actions when the policy is breached:**

Breaches of the Ramsay Pharmacy confidentiality Policy will be assessed on a case by case basis by management of the pharmacy. Actions may include termination of employment or a written warning depending on the circumstances of the breach. The staff member involved may also be required to inform the customer(s) involved.

In situations of a breach of the policy, management will review all procedures; ensuring steps are taken to avoid a reoccurrence.

Guidelines about what to do when there is a breach can be found at:

[www.privacy.gov.au/materials/types/guidelines/view/6478](http://www.privacy.gov.au/materials/types/guidelines/view/6478)

Complaints about alleged breaches of privacy can be made to the Privacy Commissioner at:

[www.oaic.gov.au/privacy-portal/complaints\\_privacy.html](http://www.oaic.gov.au/privacy-portal/complaints_privacy.html)

### **Ramsay Pharmacy better rewards program**

Ramsay Pharmacy offers membership to a loyalty and reward program called better rewards. Personal information is collected through the better rewards platform in the case of transactions and consumer/patient information provided by the member. All information collected is in accordance with this Privacy Policy and the Terms and Conditions of the better rewards program. Ramsay Pharmacy utilise the services of Intellipharm Pty Ltd ABN 92 001 235 374 to store your personal information. Intellipharm will be provided access to the personal information in order for Intellipharm to perform the role data maintenance and collection. Intellipharm are required to comply with the standards set out in the Privacy Act and Intellipharm's own internal Privacy Policy. Intellipharm will not use or disclose any personal information for any purpose other than to provide the services for which they have been engaged.