

Aspire Medical Practice Management Privacy Policy

Current as at 31-12-2018

Introduction

This privacy policy is to provide information to you, on how your personal and business information may be collected and used within our business, and the circumstances in which we may share it with third parties.

Our main purpose for collecting and using or holding your information is to assist you with issues relating to the management of your medical practice. We use it only for directly related business activities, in the course of providing practice management consultancy services and practice management information to you and your practice staff.

At the start of any agreement to provide services to your practice, we will sign a confidentiality agreement, similar to the one you would require practice staff to sign.

We fully understand the importance of keeping your information private and confidential and will not disclose it to anyone without your permission.

What information do we collect?

In assisting a practice to setup or make applications, for example to the Dept. of Human Services, DVA or PBS we need to collect your personal and business information which may include

- names, date of birth, addresses, contact details, emails
- provider related information including registration details and provider identifiers
- ABN or ACN details about your business

In providing service to your medical practice, we may need to review information in your business, such as practice schedules, payroll and financial information, staff contracts and documentation and policy and procedure. You may provide logins to practice software and accreditation sites for your practice so that Aspire Medical Practice Management can provide the services you require.

If interacting with us via our website or Facebook page we may collect your name, phone and email or other profile related information, so that we may respond to you.

We may use the information we collect from you when you enter information through the contact page, make comments or give feedback, sign up for a newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To improve our website in order to better serve you.
- To allow us to better service you in responding to your customer service requests.
- To ask for ratings and reviews of services or products
- To follow up after correspondence (live chat, contact page, email or phone inquiries)

In all cases, we adhere to the Australian Privacy Principles to protect your private information. We will only provide information to third parties who require it, when you have

requested and authorised us to do so to achieve an outcome for your business.

We do not sell, trade, or otherwise transfer your personally identifiable information to outside parties. Sometimes, at our discretion, we may include information about third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

How do we store and protect your information?

If we store your personal or business information in the course of providing services to you and your practice, it is held in electronic form, on password protected computers and backed up on secure media. No information which identifies your patients will be stored by us. Our business has security alarms when unattended. Any printed material, is shredded, when no longer required.

At the end of a contract for provision of services, all documentation held relating to your business will be transferred to your business electronically. It will also be stored on our secure computer system for a period of 6 months, so that we may refer to it, in the situation where you require additional work undertaken, but at 6 months from the last episode of service, it will be deleted for our systems.

All sensitive information you may supply through our website is encrypted via Secure Socket Layer (SSL) technology. We only provide articles and information and we never ask for credit card numbers. We do not use cookies for tracking purposes.

How can you lodge a privacy related complaint, and how will the complaint be handled?

If there are any questions regarding this privacy policy, you may contact us using the information below. We take complaints and concerns regarding privacy seriously. Please express any privacy concerns you may have in writing to the privacy officer. We will then attempt to resolve it in accordance with our resolution procedure. We will acknowledge your concerns within 14 days to advise what action we are taking.

The Privacy Officer
Aspire Medical Practice Management
PO Box 7056
Mt Crosby
QLD 4306
Email: carol@aspiremedpm.com.au