



# The Private Eye Clinic

## Privacy Policy

Lionel Kowal trading as The Private Eye Clinic (PEC) is a company that delivers ophthalmological medical and surgical care. Our staff includes registered medical specialists, support clinicians, and administrative staff.

This policy describes the way PEC collects, holds and discloses information about you. PEC is subject to the Privacy Act 1988 as amended by the Privacy Amendment (Private Sector) Act 2001.

### **Collection of your personal information**

We collect the following kinds of personal information for the primary purpose of carrying out our activities of providing health services to individuals:

- Name, date of birth, gender, address and contact information
- Past medical history and other relevant history, current medications and allergies
- Names and contact details of medical and other professionals involved in your care
- If an injury has occurred, we record how this has happened and all circumstances involved.
- Current medical condition/s, assessment and response to treatment
- Other information necessary to provide a comprehensive medical service to you.

In seeking and consenting to medical advice or treatment from PEC, you are also consenting to our collection of this personal information.

If you do not consent, please advise a staff member immediately. You have the right to remain anonymous where this is lawful and practical. This may, however, affect your ability to access a Medicare or other insurance contribution for the cost of your treatment, and to access your information at a later stage.

We may also collect personal information from you if you are unable to consent (for example, if you are not able to communicate for some reason) and are in immediate need of urgent medical assessment or treatment.

### **Use and disclosure of your personal information**

We use your personal information to provide our services to you including:

- To provide you with medical care
- To manage and record our services to you, and to comply with legislative and other requirements.

We may disclose your personal information in certain circumstances including:

- To other health care providers such as hospitals (and their services) and registered medical and optometry practitioners in circumstances where PEC believes your medical condition requires or would benefit from your referral to these providers.
- To your usual medical and optometric carers to assist in their continuing care of you
- To third parties if you request us to
- To comply with legislative and other requirements
- To commercial agencies if we wish to recover a debt from you owed to us

### **Securing your personal information**

PEC makes a reasonable effort to ensure the security of your personal information.

During the provision of on-site medical service provision, including transfers to and from such sites, all documents that contain your personal information are secured away from general/public areas and may only be accessed by PEC staff.

At all other times, your personal information is stored securely at our central office, or in a remote facility. All hard copies of documents containing personal information are filed and secured in a secure storage area. Password and other electronic security measures protect all personal information stored electronically.

We retain your personal information for such time as is prescribed by law.

### **Access to your personal information**

You are permitted to request personal information that is held by PEC.

Please address any such requests to the contact person listed below.

We may refuse access to your personal information that we hold if you have an unpaid debt to PEC, or where the law allows us to do so. We charge you a cost-recovery fee for access if your file is at a remote storage facility. We charge you a cost-recovery fee to copy your file if it is greater than 10 pages.

### **Contact Details**

If you have a complaint in regards to our Privacy policy or require clarification about this policy please contact the PEC Privacy Officer .

If you wish to request to access your personal information please contact

the PEC Privacy Officer .

Privacy Officer  
The Private Eye Clinic  
Level 3, 182 Victoria Pde  
East Melbourne, 3002

T:96713244

F:96713255