



## **B&H Xiao JB Chinese Medicine Acupuncture Centre**

# Privacy Notice

We at B&H Xiao JB Chinese Medicine Acupuncture Centre are an integral of traditional and modern Chinese medical healing services firm interested on delivering digital change for our patients. We show consideration for you and are entrusted to honoring and safeguarding your privacy and we collect your personal data by reason of improving our services to you. This Privacy Notice narrates our practices and approach to privacy.

The collection of health information in the context of clinical practice considers an attending and willing patient, and the patient's guardians or other health professionals involved in the patient's care as consenting unless their consent is expressly revoked. The health information is conducted in a discreet manner protecting the information from unauthorised access, if the health information is not collected, the practitioner may refuse to provide the service.

Health information include recording what a patient says, or recording the practitioner's opinion about what a patient has said, requiring a patient to complete a form requesting details such as name, address, date of birth and medical history, keeping a specialist report provided by a patient for inclusion in the patient's medical record, storing CCTV video footage, photographs or audio records in which a patient can be reasonable identified, keeping emails or other correspondence containing personal information about a patient.

The use or disclosure of health information for the secondary purposes of quality assurance by internal assessment and business practices, such as auditing and business planning, and improvement of the clinical management of a patient, complaint-handling, evaluation and accreditation activities, and safety and security for staff and patients will be de-identified and there is no transfer of health information between related bodies corporate or service trusts.

Providing patients with access to their health information by email, phone or in person where reasonable and practical, or in a mutually agreed way if not reasonable or practical. The practice consider the risk of distress to other patients and therefore may refuse to provide access when that access would lead to significant distress or lead to self-harm or harm to another person, the health information of another patient is contained within the medical record, the requesting patient's information was disclosed by another patient in confidence and the possibility of domestic abuse or child abuse exists. The practice charge a \$14.50 fee for providing a patient access to their personal information not for merely requesting access but to cover the cost of administration for file searching, collating and copying records. The practice may wish

to consider the patient's individual circumstances and their capacity to pay prior to determining and/or waiving access fees.

Ensuring health information is appropriately disclosed where authorised to a third party. Expect the disclose of only the necessary subset of the health information, along with third-party access restrictions. Classifying health information, to ensure disclosure is limited to that authorised for mandatory reporting purposes and medical files as part of legal proceedings on a case-by-case basis.

Ensuring protection against unauthorised access across each hard copy or electronic records the practice employs, and any loss of local data storage. Retention of individual medical records to satisfy Regulation 7 of the Medical Practice Regulation 2003 (NSW) for adults that the record must be kept for at least 7 years from the date that patient was last provided with medical services or treatment. For children (less than 18 years old) that the record must be kept until the patient attains or has attained the age of 25 years. The practice may choose to permanently de-identify health information rather than destroy it to ensure there is no prospect of the patient being identified from the remaining information. Maintaining accurate and complete medical records, and adopting appropriate information security measures to ensure health information is protected.

This Privacy Notice applies to all the publicly accessible pages on the website located at [www.bandhxiaojiabin.com](http://www.bandhxiaojiabin.com)

If you have any questions about the application of this Privacy Notice or a request for access to information held please contact, as appropriate: Henry Xiao

Disclaimer: This information is current at the date of Feb 2021 and is intended for use as a guide of a general nature only, and may or may not be relevant to particular patients. Nor is this publication exhaustive of the subjective matter.

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We recognise the traditional custodians of the land and sea on which we work and live.