

# ORTHOTECH PTY LTD

## PRIVACY POLICY

Orthotech Pty Ltd (**Orthotech**) as a health service provider in the distribution and surgical support of orthopaedic prosthesis is provided, by both medical institutions and health practitioners (**You**), both personal and sensitive (health) information. Orthotech values privacy and is committed to protecting personal and sensitive (health) information of You and your patients.

This Privacy Policy (**Policy**) describes the personal and sensitive (health) information that Orthotech may collect as part of its business in providing orthopaedic devices and surgical support (**Health Service**). The information that Orthotech receives is from Health/ Medical Bodies who have obligations of professional confidentiality pursuant to s16B(1) of the Privacy Act 1988. In providing our Health Services it is often impractical for Orthotech to obtain the patient's consent to our collecting their personal and sensitive (health) information as all information is received

By engaging Orthotech, You agree that You have the consent of your patient to disclose their personal and sensitive (health) information and the information we collect will be handled, if no other privacy handling protocol is stipulated by You, as described in this Policy.

## INFORMATION WE COLLECT FROM YOU

In providing our Services to You we may collect, through the receipt of necessary medical records, providing orthopaedic prosthetic devices and attendance during orthopaedic procedures the following types of information:

### **Personal Information**

Your first name and last name  
Your email address  
Your telephone number  
Your mobile telephone number  
Your postal address  
Residential address  
Business Name and ABN Details  
Your patient first and last name  
Your patient's date of birth

### **Sensitive (health) information**

Details of any disability (at any time)  
Details of any injury (at any time)  
Details of proposed health service or previous health services

Your patient's private health insurance details (if any)

### **HOW DO WE USE YOUR INFORMATION?**

Orthotech uses the information that we gather about You and your patients for the purpose of providing our Services to You which may include the following:

- Ensuring correct prosthesis provided to You for your patient;
- Assessing and providing advice as to any risks regarding the use of prosthesis dependant on any disabilities or injuries to your patient
- Responding to any queries You may have regarding the prosthesis;
- Verification purposes;
- Ensuring correct team is assigned to attend the procedure with You; and
- Post operative follow up.

Orthotech may also share information in the following instances:

- Legal Proceedings – Orthotech may disclose the information we collect about You in order to comply with the law, a court order, or other legal process, such as complying with a subpoena.
- To protect Orthotech– Orthotech may also disclose the information we collect about You and your patients where we believe it is necessary to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person or violations of the Policy.

Orthotech does **NOT** disclose your personal information:

- To third parties for marketing purposes; and
- Without your consent, to third parties for research purposes; and
- To overseas persons or entities.

### **HOW DO WE SECURE YOUR PERSONAL INFORMATION?**

Any personal information we collect about You and your patients is stored either physically in secure locations at one of our offices or, electronically through encrypted / password protected business software. We have sought to implement secure mechanisms to protect this information. Any records relating to your personal and sensitive (health) information is held for a period of time post operation for any post operative issues before being de-identified and destroyed.

## **ACCESSING AND MODIFYING PERSONAL INFORMATION**

You may request Orthotech correct, update and remove your personal information by contacting us as noted below. In the event that we are unable to complete your request we will notify you of this and advise you as to why it cannot be completed. We may decline to process requests that require unreasonable technical effort, jeopardise the privacy of others, are extremely impractical, or where we are lawfully entitled or obliged to retain information for our own business purposes or for which access is not otherwise required by law.

## **IF YOU HAVE A COMPLAINT?**

Orthotech takes your privacy seriously. If you have a complaint about our handling of personal information you can make a complaint by emailing Adrian Rowan of Orthotech at [ARowan@orthotechgroup.com](mailto:ARowan@orthotechgroup.com).

## **CONTACT US**

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Facsimile: (07) 3262 5099

Web: <http://orthotechgroup.net.au/>

## **CHANGES TO THIS POLICY**

We may change this Policy from time to time to ensure its compliance with the Privacy Act 1988 (Cth).