



# THE LAYT CLINIC

PLASTIC & COSMETIC SURGERY  
SKIN CANCER • LASER • MEDI SPA

## **PRIVACY POLICY**

### **Purpose**

The Layt Clinic is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

### **Consent**

Prior to any collection, consent will be obtained from you or your carer/next of kin. We will inform you of your rights and responsibilities relating to privacy. You may alter or withdrawn your consent at any time. However, you must let us know if you wish to change or limit your consent.

### **What we collect and why**

This Personal Information is obtained in many ways including consultations, correspondence, by telephone and facsimile, by email, via our website [www.drlayt.com](http://www.drlayt.com), from media and publications, from other publicly available sources, and from third parties. We do not guarantee website links or policy of authorised third parties.

The Layt Clinic collects, stores and protects patient's personal information in order to provide patients with healthcare services. Your personal details, your condition and treatment will be kept confidential by medical and other practice staff. It will not be disclosed unless the law requires information be given to a designated person or authority, for instance to Medicare or to the Department of Health.

You are not obliged to provide us with information and can remain anonymous. You need to understand that anonymity can impact the level of care and treatment we provide.

We will store information securely and protect it from unauthorised access, use or disclosure. We will not keep it any longer than necessary and will be disposed of securely.

We will ensure that your personal and health information is relevant, accurate, up-to-date and only the minimum information needed for us to provide care and treatment will be collected. We will endeavour to collect information directly from you, unless we are unable to do so ie. in an emergency. We will make every effort to confirm the information collected from another source e.g. a family member, with you as soon as practicable.

Each patient will have a record kept of their medical procedure and treatment. This record is confidential, and access is limited to those professionals involved in your treatment. The content will not be shared or disclosed without your consent, unless the law requires us to do so.

We will only collect information that is related to activities necessary for us to provide care and treatment to patients. This also includes administrative and billing purposes, quality improvement, teaching and learning activities, health care providers within the practice and also to other providers we may refer you to or who referred you to us.

### **Consent to collection of personal and Healthcare information**

As a patient of The Layt Clinic we require you to provide us with your personal details and a full medical history so that we may properly assess, diagnose, treat and be proactive in your healthcare needs. We aim to protect the privacy of your health information at all times.

We require your consent to collect your personal information and its use for the following reasons:

- \* Administrative purposes
- \* Billing purposes (including compliance with Medicare and the Health Insurance Commission requirements)
- \* Disclosure to others involved in your healthcare. This may include allied health professionals, other specialists and health practitioners outside of this practice. This may occur through referral to others or for medical tests and in the reports or results returned to us following referral. This may also include disclosure to healthcare practitioners, businesses and individuals who referred you to us at The Layt Clinic and any necessary ongoing correspondences with any healthcare practitioners, businesses and individuals who assist us in the provision of our services.
- \* For research and quality improvement purposes to improve individual and community healthcare and practice management (this will only be information that does not identify individual patients)
- \* To comply with regulatory or legislative requirements such as notifiable diseases or where the health and well-being of you or other/s is at significant risk of harm.
- \* For reminders and recalls which may be sent to you via sms, email or letter regarding your healthcare and management.

### **Sharing of your personal information**

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or customer freight shipping. Those companies will be permitted to obtain only the personal information they need to deliver the service. The Layt Clinic takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

### **Requesting access to information**

We require requests for access to information to be in writing. This assists us to handle all requests properly. All requests will be discussed with the treating doctor. Where access needs to be limited due to concerns about your health and well-being or that of another person, this will be discussed with you. Other access options such as a review of the record with the treating practitioner may be offered to you rather than providing you a copy of the record.

If you are requesting access to the information of another patient, we may not grant access without that persons' consent. This can include access to a family member's health information.

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

The Layt Clinic will not charge any fee for your access request however, may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

## **Maintaining the Quality of your Personal Information**

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## **Making corrections**

If you are concerned that the information, we have collected about you is not accurate, or you wish to check its accuracy, we will provide access to the information. A request for access must be in writing. A response will be provided within 1 week of receiving the request. If any information is incorrect, necessary changes will be made as soon as possible.

## **Policy Updates**

This Policy may change from time to time and is available on our website.

The amended privacy policy will supersede this version and will apply between us whether or not we have given you specific notice of any change.

## **Making a complaint**

If you suspect your privacy may have been breached or you are unhappy with our response to a request for access, we ask that you speak with the practice manager or your treating doctor as soon as possible. We may ask that you make your complaint in writing. Again, this helps us investigate your concerns thoroughly. We will investigate the circumstances and provide you with a response within 2 weeks of receiving your complaint. If you do not wish to make the complaint to us, you can contact the Office of the Australian Information Commissioner directly.

## **Unsubscribe**

To unsubscribe from our e-mail database, or opt out of communications, please contact us at [enquiries@thelaytclinic.com](mailto:enquiries@thelaytclinic.com)

## **Privacy Policy Complaints and Enquiries**

The Layt Clinic welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by one of the following methods:

**Mail:** The Layt Clinic – 16 Harvest Court, Southport QLD 4215

**Email:** [management@thelaytclinic.com](mailto:management@thelaytclinic.com)

**Phone:** 07 5597 4100