



Privacy Policy

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Table of Contents

1. BACKGROUND	
2. WHAT IS PERSONAL INFORMATION?	
3. OUR OBLIGATIONS	
4. COLLECTION	
4.1 Overview	
4.2 Sensitive Information	
4.3 Employees	
4.4 Duty of Care	
5. USE AND DISCLOSURE	
5.1 General	
6. DATA QUALITY AND SECURITY	
6.1 General	
6.2 Data Quality	
6.3 Protection of personal information	
6.4 Retention of personal information	
6.5 Credit Card information	
7. OVERSEAS DISCLOSURE	
8. ACCESS AND CORRECTION	
9. COMPLAINTS	
10. CONTACT US	
11. CHANGES TO PRIVACY POLICY	
Appendix A.....	7
Our Duty of Care	

1. BACKGROUND

Eton Place Pty Ltd (we, us, our) is committed to protecting your privacy. This Privacy Policy sets out how we collect and manage personal information and the steps we take to protect it. This Privacy Policy does not affect our obligation of confidentiality to you if you are our client. Your use of the Eton Place website indicates that you accept this Privacy Policy and approve the collection, use and disclosure by Eton Place, of your personal information according to the terms below.

2. WHAT IS PERSONAL INFORMATION?

Personal information means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual who is identified or reasonably identifiable.

3. OUR OBLIGATIONS

Eton Place is required to comply with the Australian Privacy Principles (**APPs**) in the *Privacy Act 1988* (Cth) (**Privacy Act.**) The APPs regulate the manner in which personal information is handed throughout its life cycle, from collection, to use and disclosure, storage, accessibility and disposal. Eton Place is also required to comply with more specific privacy legislation in some circumstances, such as:

- a. Applicable State and Territory health privacy legislation when we collect and handle health information in the relevant jurisdiction;
- b. The *Spam Act 2003* (Cth) which deals with restrictions on sending emails.

4. COLLECTION

4.1 Overview

The type of personal information we collect about you depends on the type of dealings we have with you. You provide most of your personal information directly to us and for a specific purpose. When we collect personal information, we will whenever practical, outline why this information is being collected. We will only record personal information when you:

- a. Send us a message
- b. As us a provide you with services – including as a client, online or by phone
- c. Make a comment in the Eton Place webpage
- d. Complete a feedback form
- e. Apply for a job with us
- f. Supply goods/services to us.

We sometimes collect your personal information from persons or sources other than you. For example:

- a. We may collect information from third parties if you are a potential service provider to Eton Place.
- b. When you apply for a job with us, we collect information about your qualifications and we may ask you to undertake certain tests and provide certain consents for further information, as part of our recruitment process.

If you do not provide the personal information requested, we may not be able to provide you with the information or services you require. Similarly, you may not have the opportunity to provide us with your services.

4.2 Sensitive Information

Sensitive information is personal information that generally has greater privacy protections under the Privacy Act. It covers information about health, race and sexual preferences or practices, among other things. We will only collect such information from you only if it is relevant to providing you with Eton Place clinical services.

4.3 Employees

The Privacy Act does not apply to personal information about current or former employees and this Privacy Policy does not apply to that information. Instead, workplace laws prescribe the personal information to be held in employee records and the way in which employees may access their personal employee records. Further, where State or Territory health privacy legislation applies, Eton Place is still required to protect the privacy of employee health information. This Privacy Policy will apply in those circumstances.

4.4 Duty of Care

In certain circumstances, if your communication with us raises safety concerns, we will try to contact you to check that you and/or others are safe. If necessary, we may need to pass on your contact information (if you have supplied it) to authorities who can help protect you and/or others, such as a crisis service or the police. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services. We are obliged to try to protect you and/or others if the information you submit tells us that:

- You are being seriously hurt by someone else
- You are thinking of seriously harming yourself
- Someone else is being, or is like to be, seriously hurt by you or another person.

5. USE AND DISCLOSURE

5.1 General

We will only use your personal information for the purpose for which it was collected unless:

- a. You have consented to its use for another purpose
- b. You would reasonably expect it to be used for a related purpose
- c. It is permitted or required by law.

We will not disclose your personal information to any third parties without your consent, unless permitted or required to do so by law, in particular when we exercise our Duty of Care: **Our Duty of Care (Appendix A)**

6. DATA QUALITY AND SECURITY

6.1 General

We hold personal information in a number of ways including electronically and hard copy paper files held at Eton Place office.

6.2 Data Quality

We take steps that are reasonable in the circumstances to ensure that the personal information we collect, use and disclose is accurate, current, completed and relevant. You can help us keep your information up to date by letting us know about any changes to your contact details.

6.3 Protection of personal information

We take steps as are reasonable in the circumstances to ensure that personal information is protected from misuse, interference, loss, unauthorized access, modification and disclosure. However, no data transmission over the Internet is totally secure. Although Eton Place strives to protect such information, Eton Place gives no warranty and cannot ensure the security of any information which you send online. Accordingly, any information which you transmit to Eton Place via the Internet is transmitted at your own risk.

6.4 Retention of personal information

Your personal information is only kept while it is required for the purpose of which it was collected, for a permitted secondary purpose or as required by law.

6.5 Credit Card information

We do not store any credit card information on our servers.

7. OVERSEAS DISCLOSURE

Sometimes we may store or use your information in an overseas country because Eton Place system is located in or needs to process information overseas.

8. ACCESS AND CORRECTION

You generally have a right to have access to your personal information and to seek its correction, if it is inaccurate, out of date, incomplete, irrelevant or misleading, subject to some exceptions permitted by law. If you wish to have access to your personal information or ask that it be correct or deleted, please contact us. We will respond to access and correction requests within a reasonable period. We may deny your request in some circumstances, but only if we are legally entitled to do so. We will give you a written explanation for any denial of an access or correction request.

9. COMPLAINTS

If you have a complain about how we have collected or handled your personal information, please contact our Practice Manager (see contact details below). We will investigate your complaint and communicate the outcome of our investigation within a reasonable time.

If you are not satisfied with the outcome of our investigation, you can refer your complaint to the Office of the Australian Information Commissions at enquiries@oiac.gov.au or in some instances, to some other regulator such as the statutory body in your State or Territory responsibly for health complaints.

10. CONTACT US

If you wish to access your personal information or have any questions about our Privacy Policy, please contact reception@etonplace.com.au or phone (07) 3736 1268.

11. CHANGES TO PRIVACY POLICY

We may revise our Privacy Policy from time to time. We will keep your updated on these changes by posting the current version of the policy on our website.

APPENDIX A

Our Duty of Care

In certain circumstances, if your communication with us raises safety concerns, we will try to contact you to check that you and/or others are safe. If necessary, we may need to pass on your contact information (if you have supplied it) to authorities who can help protect you and/or others, such as a crisis service or the police. Where possible we will work with you openly, letting you know if our concerns reach the point where we need to involve other services. We are obliged to try to protect you and/or others if the information you submit tells us that:

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