

PRIVACY POLICY FOR DOCTORS FOR DOCTORS

Privacy Policy

The Doctors Health Advisory Service Western Australia (DHASWA) offers a confidential 24 hour service to all doctors and medical student for the purpose of improving the health and wellbeing of the medical profession in the public interest for the benefit of the community in Western Australia.

The Privacy Act requires DHASWA to treat information you provide to us in an appropriate manner. In dealing with your personal information we adhere to the Australian Privacy Principles (APP) contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

What kind of personal information do we collect?

- Your name, practice contact details and practice address,
- Details on medical qualifications, specialty, languages other than English, billing arrangements.
- email address, mobile phone number (this personal information is used for DHASWA to communicate with you and is not placed on the website).

How do we collect this information?

Rural Health West (RHW) has been subcontracted by DHASWA to provide secretariat support to DHASWA. Information collected on behalf of DHASWA is used solely for the purposes of delivering the services of DHASWA.

Information is collected directly from you when you provide details to DHASWA. It might be via face to face discussion, email or telephone communication, registration form or on line form

How is this information used?

Information collected by Rural Health West on behalf of DHASWA is used solely for the purposes of delivering the services of DHASWA. This may include:

- With your approval, inclusion of your contacts details on the DHASWA website as available to support doctors seeking confidential help
- Providing your practice details to Doctors or Medical Students who want the name of Doctors for Doctors listed on the DHASWA website.
- Providing you with information on services offered by DHASWA
- Providing you with information on resources available to support doctors
- Informing you of education and training events offered by DHASWA.

How do we manage personal information?

We take reasonable care to ensure that all information we collect about you is accurate, complete and up to date.

The security of your information is important to us. We make all reasonable efforts to ensure that information is stored securely both in electronic and physical form.

We store your information at the premises of Rural Health West , in electronic systems and with Rural Health West contracted data storage providers. We take appropriate steps to protect the security of the information we hold about you, including protections against unauthorised access, virus or other electronic intrusions, fire, theft or loss. Rural Health West contracted providers to do the same. DHASWA members and staff are bound by strict requirements regarding the protection of the privacy of the information we collect and hold about you.

Update and correction to information

If you believe that there is an error in your information, information is missing or, you wish to have your details removed from the DHASWA website or DHASWA records, please notify the Manager, Doctors Health Advisory Service Western Australia and we will to correct the information as soon as possible.

Any questions about this policy or any complaint regarding treatment of your privacy by DHASWA should be made in writing to the address below.

Contact details are as follows:

Cherry Johnson, Manager, DHASWA
E: manager@dhaswa.com.au
(08) 6389 4500

Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to (see below for details). We will normally respond to your request within 30 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218

Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>