Privacy Policy - Tasmania Imaging

At Tasmania Imaging, we are committed to protecting your privacy and ensuring the security of your personal information in accordance with the **Privacy Act 1988** and other Australian privacy laws and regulations where relevant. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information when you visit our clinic. By using our services, you consent to the practices described in this Privacy Policy.

Information We Collect
We collect various types of personal information to provide you with a high-quality ultrasound service. The types of information we collect, but is not limited to, include:
Personal Information - Your name, date of birth, contact details (such as address, phone number, and email address) and government-issued identification such as your Medicare number or pensions/concessions.
Health Information - Health-related information prior to and during your ultrasound appointments, including previous diagnostic reports, relevant medical history and the images taken during the scan.
Payment Information - If applicable, payment details, such as credit card information, to process payments for services provided.
Workers Compensation/other insurance claim information - Information relating to a workers compensation or motor vehicle insurance claim to process payments on your behalf.

How we collect this information
We will collect personal information from you directly where possible. We may also collect information about you from other sources including but not limited to;

- **Ultrasound Request form** - Your request form provides us with personal details such as your name, DOB, contact number, Medicare number and medical information relating to your visit.
- **Health Professional** - Individuals involved in your health care, including your GP, Specialists, Allied Health as well as medical receptionists who work within these practices.
- **Insurance** - Such as workers compensation insurers or private health insurance companies that may be responsible for covering the costs associated with your visit.
- **Support Person** - Individuals who may accompany you to your appointment such as carers or interpreters who can provide information on your behalf.

How We Use Your Information

We will use this information for the following purposes:

- **Providing Ultrasound Services** - We may refer to your previous and current medical history/Imaging reports/health information to perform comprehensive ultrasounds and provide you with accurate and timely diagnostic results.
- **Identification** - We will refer to your personal information to correctly ID you as the patient.
- **Communication** - To schedule and confirm appointments, send out appointment reminders, communicate important information related to your visit or respond to an enquiry you have made.
- **Billing and Payment** - To invoice and process fees applicable to the services we have provided to you.
- **Legal and Regulatory Compliance** - We may provide your information to comply with legal obligations, such as record-keeping and reporting to government authorities.

Disclosure of your Information

We do not share your personal information with third parties except in the following circumstances:

- **Healthcare Providers and Administrative Staff** - We may share your health information with authorised healthcare providers involved in your care or treatment.
  - **Healthcare Providers and Administrative Staff that have access to Tasmania Imaging online portal** - Healthcare providers are granted access to our system if they register an account and accept our terms of access and use of the system.
- **Service Providers** - We may share your information with trusted third-party service providers who assist us in operating our clinic, such as IT service providers.
- **Employer** - We may share your information with your employer or their insurance if the services provided were requested on your behalf by your employer or their insurance.
- **Legal and Regulatory** - We may disclose your information when required by law, court order or government regulation.
- **Authorised Representative** - We may disclose your information to an authorised representative where written authority has been provided from yourself or evidence has been provided that this individual acts on your behalf.

Your Rights and Choices

You have certain rights regarding your personal information, including:

- **Access** - Whilst it is your right to request access to your personal information, we do advise that you consult with your referring Health Professional with regards to your ultrasound report. They can help interpret the results and provide you with a comprehensive explanation. Your ultrasound findings are just one component of your overall health assessment, and your Referring Health Professional is the most qualified individual to discuss the results in conjunction with your other findings and health test results.
- **Correction** - You can request corrections to inaccurate or incomplete personal information.
- **Withdraw Consent** - You can withdraw your consent for us to collect and process your information, subject to legal and contractual restrictions.

Data Security

We implement reasonable security measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. Personal information that we hold is protected by a secure premises, varying levels of permissions on databases to limit access and privacy training with staff including signed Privacy agreements.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal compliance. The revised policy will be posted on our website, and the effective date will be updated accordingly.

Contact Us

If you have any questions or concerns about this Privacy Policy or your personal information, please contact us:

Tasmania Imaging
64 York Street, Launceston, TAS, 7250
0363643866
reception@tasmaniaimaging.com.au

Thank you for entrusting us with your healthcare needs. We are committed to safeguarding your privacy and providing you with the highest quality ultrasound services.

By using our services, you acknowledge that you have read and understood this Privacy Policy. Please review it periodically for any updates.