

CONFIDENTIALITY POLICY

- www.privacy.gov.au/materials/types/guidelines/view/6478

Complaints about alleged breaches of privacy can be made to the Privacy Commissioner at:

- www.oaic.gov.au/privacy-portal/complaints_privacy.html

Undertaking

I understand that, in the course of my duties in <This pharmacy> I have access to confidential and personal information about its patients and staff and other confidential information relating to the pharmacy business.

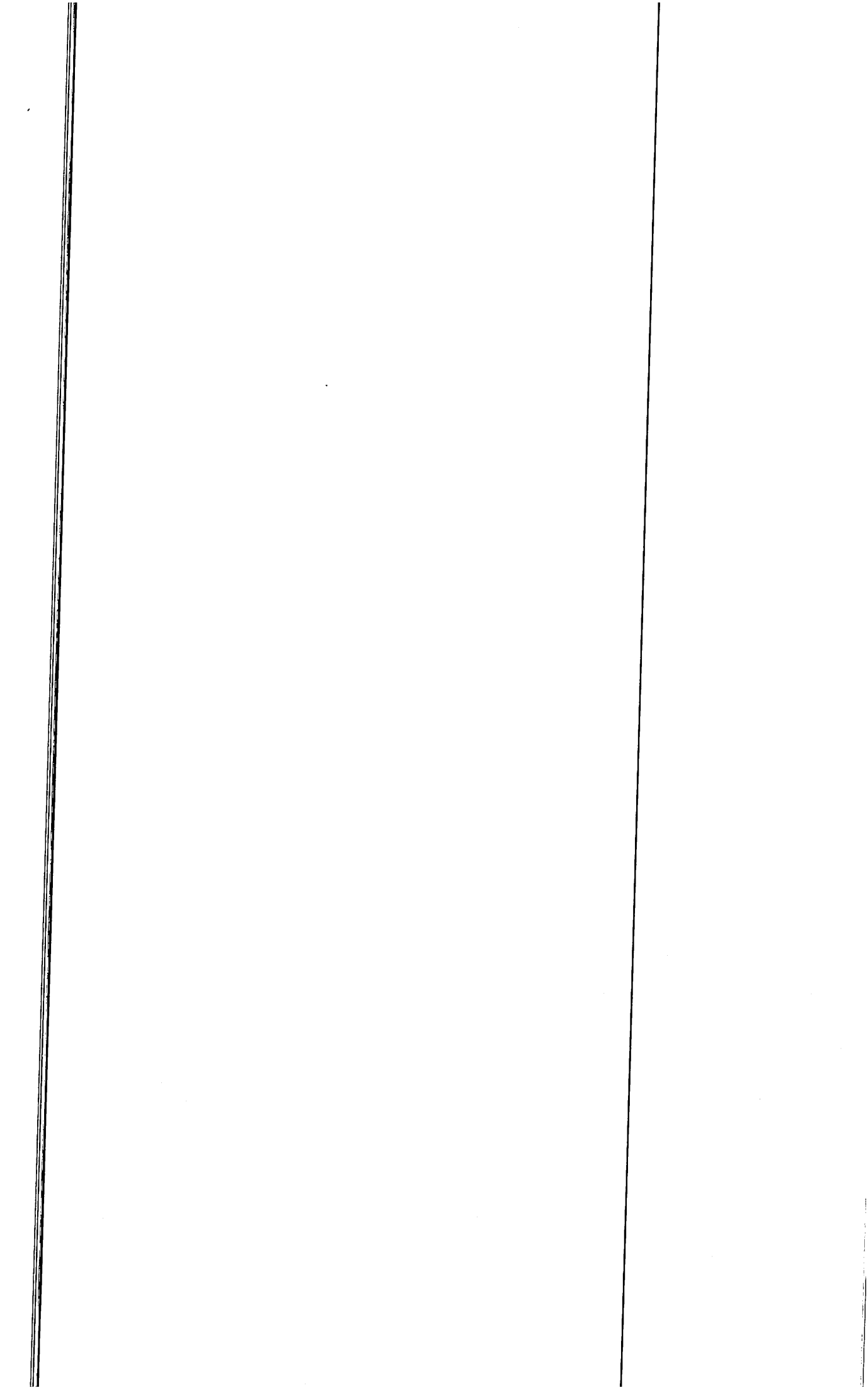
I understand that it is a condition of my employment that I must take all reasonable action to not disclose this information in any way.

I understand that, as an employee/staff member of this pharmacy I must meet the obligations under all relevant legislation including the Australian Privacy Principles and the Privacy Act 1988.

Signed:  (Staff member)

Name: *Tham Tran*

Date: *1/2/23*



Policy Intent

The intent of this Confidentiality Policy is to outline how <this pharmacy> will ensure confidentiality and privacy, that is, a customer's right to have identifiable personal and health information kept private.¹

Definitions

Definitions for this policy are:

1. Information, such as:

- *Personal information* - any information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable such as their name, address, age, health, medicines, finance, disability, family status, or any other information that can reasonably be taken to be personal or sensitive. It also includes any other information protected by legislation.
- *Sensitive information* - any information or an opinion about an individual's racial or ethnic origin; political opinion, membership of a political association, religious beliefs or affiliations, Philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices or criminal record. It is also information that includes personal information, health information about an individual, or genetic information about an individual that is not otherwise health information.

2. Disclosure - includes access to, talking and/or writing about, communicating or discussing personal and/or sensitive information in any way.

A consumer/patient has a general right of access to information this pharmacy holds about them. Our pharmacy provides the capacity for a consumer/patient to access and, where necessary, correct their own information. The pharmacy provides the capacity for consumers to access and, where necessary, correct their own information.

If we do not let a customer know when collecting their personal information that we may disclose it to someone else or they have not given permission for this disclosure to happen, then usually the pharmacy cannot make such a disclosure. The pharmacy may disclose personal information in accordance with the Australian Privacy Principles - *permitted health situations or permitted general situations*.¹

Policy statement

<This pharmacy> is committed to protecting an individual's confidentiality and is subject to the Privacy Act (1988). The Privacy Act regulates the handling of personal information about individuals, including the collection, use, storage and disclosure of personal information, and access to and correction of that information. Information about the Privacy Act and the Australian Privacy Principles (APPs) can be found at:

- <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>
- <http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles>

<This pharmacy> upholds the rights in the Community Pharmacy Service Charter and its staff are aware where the Charter is displayed publicly in the pharmacy. The Charter can be accessed at:

- <http://5cpa.com.au/resources/community-pharmacy-service-charter/>

Confidentiality practices in <this pharmacy> include:

1. All staff are aware of the requirements of State and Territory privacy and/or health records legislation.
2. When transferring information to a third party, <this pharmacy> will gain written consent from the person or their carer prior to the information being provided. The pharmacy will make the relevant templates and forms available, e.g. consent form.
3. Copies of any information transferred will be filed in a confidential manner ensuring customer/patient privacy.
4. Written or other information will be handled in such a way that unauthorised persons cannot view it, and will only be accessible to staff who have a legitimate need to access the information in order to provide continuing care.

¹ Australian Privacy Principles: 16A, 16B.

