LapBase Privacy Policy

Access to our website

Lapbase Solutions Pty. Ltd. ABN 46 663 818 559 (LapBase) does not collect personal information about you when you visit our website unless you choose to provide information to us. However, certain information about visitors to our website is automatically collected and stored.

Privacy Policy

LapBase takes your confidentiality and privacy seriously. As a service provider, our main concern is our clients and the end users of our technology. We are aware of the high level of trust that you place in us. Accordingly, we want to assure you that we treat your personal information with care and respect. We want to make sure that you feel comfortable that your privacy is protected, that the information we collect about you is correct and up to date and that you are able to access that information.

Our privacy policy sets out:

- that we need your consent to collect information about you;
- why we need to collect your information;
- how your information will be used by us and to whom we need to disclose it;
- that you may request access to the information we hold about you; and
- that you may discuss any concerns you have about how we handle your information.

Further information on our policy is available if you require. You can ask us to give you a copy of our privacy policy if you like.

Privacy Act and National Privacy Principles

The Privacy Act incorporates 10 National Privacy Principles (NPPs) that set out the rules for the handling of personal information in the private sector. LapBase has developed its privacy policy so that it complies with privacy legislation and the NPPs.

1. **Collection**

   LapBase collects information from its clients in order to meet their needs, and for associated administrative purposes.

   It is necessary for clinics and health professionals who use our technology to collect personal information from their patients and sometimes from others associated with their patient's health care in order to attend to their patient's health needs and for associated administrative purposes.

   'Personal information' is any information recorded about a person where their identity is known or could be reasonably worked out. Whilst we do not collect personal information from patients, we require that our clients, being clinics and health professionals, be fair in the way they collect information about patients. This personal information is generally collected directly by the clinics and health professionals from their patients. From time to time they may receive patient information from other sources. If you are a patient and are unwilling to provide any of the information requested please discuss it with your clinic or health care professional.

2. **Use and Disclosure**

   Personal health information is not used by LapBase. Personal health information is stored by our technology, and may be accessed by the patient's clinic or health professionals.

   LapBase may store your personal health information as part of its arrangements with its clients.

A patient's personal health information may be disclosed to LapBase or to others for purposes directly related to the patient's health care and in ways that are consistent with patients' expectations. In the interests of the highest quality and continuity of health care this may include sharing information with other healthcare providers who comprise a patient's medical team from time to time. In addition, there are circumstances when information may be disclosed without patient consent such as:

- emergency situations;
- by law, doctors are sometimes required to disclose information for public interest reasons, e.g. mandatory reporting of some communicable diseases;
- it may be necessary to disclose information about a patient to fulfill a medical indemnity insurance obligation and medical defence purposes;
- provision of information to Medicare or private health funds, if relevant, for billing and medical rebate purposes;
- to credit agencies and debt collection agencies in the event of default on bill payment after fair warning; and
- involvement in unlawful activity.

In general, a patient's health information will not be used for any other purpose without their consent. There are some necessary purposes of collection for which information will be used beyond providing health care, such as professional accreditation, quality assessments, clinical audit, billing and so forth.

3.   Data Quality

All patient information held by LapBase relevant to the functions of providing health care will be maintained in a form that is accurate, complete and up‑‑‑to‑‑‑date.

4.   Data Security

The storage, use and, where necessary, transfer of personal health information will be undertaken in a secure manner that protects patient privacy. It is necessary for medical practices to keep patient information after a patient's last attendance for as long as is required by law or is prudent having regard to administrative requirements.

5.   Openness

LapBase has made this and other material available to you to inform you of our policies on management of personal information. On request, we will let you know, generally, what sort of personal information we hold, for what purposes, and how we collect, hold, use and disclose that information.

6.   Access and Correction

You may request access to your personal health information held by us. While not required to give reasons for your request, you may be asked to clarify the scope of the request:

- where such a request is made, strict identification criteria are used so as information is not mistakenly disclosed;
- where necessary, you will be given the opportunity to amend any personal information held that is incorrect;
- there are some circumstances in which access is restricted, and in these cases reasons for denying access will be explained;
- a charge may be payable when we incur costs in providing access;
- material in which we may have copyright might be subject to conditions that prevent further copying or publication without our permission;
- LapBase acknowledges the right of children to privacy of their health information;

- based on our professional judgment and consistent with the law, it might at times be necessary to restrict access to personal health information by parents or guardians; and
- upon your request your health information held by LapBase will be made available to another health service provider.

7.   Identifiers

These are the numbers, letters or symbols that are used to identify LapBase with or without the use of a name (e.g. Medicare numbers). We will limit the use of identifiers assigned to you by Commonwealth Government agencies to those uses necessary to fulfill our obligations to those agencies.

8.   Anonymity

You have a right to be dealt with anonymously, provided this is lawful and practicable. However, in the medical context that this is not likely to be practicable or possible for Medicare and insurance rebate purposes. It could also be dangerous to your health.

9.   Trans--‐border Data Flows

An individual's privacy is protected Australia wide by privacy laws. We will take steps to protect patient privacy if information is to be sent interstate or outside Australia.

10.   Sensitive Information

Health information is 'sensitive information' for the purposes of privacy legislation. This means that generally your consent will be sought to collect such health information that is necessary to make an accurate medical diagnosis, prescribe appropriate treatment and to be proactive in your health care.

Further Information
It is important to us that your expectations about the way in which we handle your information are the same as ours. You should feel free to discuss any concerns, questions or complaints about any issues related to the privacy of your personal information with us. If you are still dissatisfied you can complain to the Federal Privacy Commissioner, whose details are below.

Further information about an individual's privacy rights can be obtained from the Office of the Privacy Commissioner

GPO Box 5218, Sydney NSW 2001
Privacy Hotline: 1300 363 992
Website: www.privacy.gov.au