



# GVVETS

## CLINIC & HOSPITAL

<b>Name of Policy</b>	<b>Privacy Policy</b>
<b>Description of Policy</b>	This policy covers the position and values of GV Vets as well as the relevant laws and regulations relevant to the organisation concerning information privacy.
<b>Policy applies to</b>	<input checked="" type="checkbox"/> Company Wide <input type="checkbox"/> Specific ( <i>outline location, site, department, etc.</i> ) <hr/>
<b>Policy Status</b>	<input checked="" type="checkbox"/> New Policy <input type="checkbox"/> Revision of Existing Policy
<b>Description of Revision</b>	

<b>Approval Authority</b>	GV Vets Board
<b>Governing Authority</b>	
<b>Responsible Officer</b>	General Manager

<b>Approval Date</b>	19/02/2019
<b>Effective Date</b>	19/02/2019
<b>Date of Last Revision</b>	
<b>Date of Policy Review*</b>	19/02/2020

\* Unless otherwise indicated, this Policy will still apply beyond the review date.

<b>Related Policies, Procedures, Guidelines and Local Protocols</b>	
---	--

## Table of Contents

1. Policy Statement .....	3
2. Application of Policy.....	4
3. Policy Review .....	4
4. Further Assistance.....	4
5. Related Policies .....	4

## 1. Policy Statement

GV Vets is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aoic.gov.au](http://www.aoic.gov.au)

### What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and facsimile numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our website ([www.gvvets.com.au](http://www.gvvets.com.au)), from media and publications, from other publicly available sources, and from third parties. We cannot guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

### Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

### Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

## Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

GV Vets will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

## Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## 2. Application of Policy

The policy applies to all clients, visitors and members of the public. The policy applies to all GV Vets staff and contractors.

## 3. Policy Review

GV Vets may make changes to this Policy from time to time to improve the effectiveness of its operation. In this regard, any staff who wishes to make any comments or suggestions about this Policy may forward their suggestions to management at any time.

## 4. Further Assistance

Any staff member who requires assistance in understanding this Policy should first consult their nominated supervisor. Should further advice be required staff should contact any management representative either in person or via email at [management@gvvets.com.au](mailto:management@gvvets.com.au)

## 5. Related Policies