

Our privacy policy: respecting your privacy

Name of pharmacy:.....

Address of pharmacy:.....

Phone and email address of pharmacy:.....

This pharmacy is bound by the Australian Privacy Principles set out in the *Privacy Act 1988*.

About the information we hold

To help meet your health care needs we may hold and use records, including your name and address details, your medication record and other health care information that you or your treating doctor or other health practitioner may need to provide to us. This personal information will not be disclosed to overseas recipients and will be used only for the purposes of meeting your health care needs, unless you consent to its use for other purposes, or the law permits its use for other purposes.

Much of the information we collect must be collected because the law requires it. For example, details of your prescriptions and, in some jurisdictions, the supply of medicines containing pseudoephedrine, are required to be collected under relevant legislation.

For some services we will not need to collect any personal information. You need to be aware that if you do not provide us with certain information about yourself, in some circumstances we may be unable to provide a service that you require.

Direct marketing

If we hold information about you, for example, as part of a loyalty program, this information may be used for marketing purposes. If you do not wish to receive marketing communications from our pharmacy you can tell us and we will take steps to have your name removed from our pharmacy's loyalty program marketing list.

Our disclosure and information practices

In accordance with our Privacy Policy and relevant policies such as our Confidentiality Policy* and our Computer Access and Security Policy*, personal information we hold is stored in a secure manner and is not disclosed to any other person or organisation without your consent. However, we may need to provide your information to other health service providers if it is necessary to help us to provide services to you.

Special pharmaceutical services and activities

Some activities such as Medication Management services or research activities will have privacy practices and consent forms specific to the activity. If our pharmacy is part of the team involved in that activity, we are required to meet our privacy obligations for that activity whether they arise under the Act or otherwise.

How you can gain access to information

You can request access to personal information we may hold about you. If you make such a request, we will ask you to complete a form for this purpose. Most of the information we hold comes from the prescriptions presented to us.

You can also request that corrections be made to your information we may hold about you. There is no charge for lodging a request to access your information. However, we may make a small charge for our time involved in providing this information and for associated costs such as photocopying.

Complaints

If you have a concern please raise it with us first as we may be able to resolve the issue. You can speak to the pharmacist in charge or contact us at the above address. If you are still concerned, you may lodge a formal complaint with the Office of the Australian Information Commissioner at:

Email: enquiries@oaic.gov.au

Mail: Sydney Office
GPO Box 5218 Sydney NSW 2001

Address: Office of the Australian Information
Commissioner

Fax: +61 2 9284 9666

Canberra Office
GPO Box 2999, Canberra ACT 2601

Level 3, 175 Pitt Street, Sydney NSW 2000

* This policy is a requirement of Quality Care Pharmacy Program (QCPP) Accreditation.



**The Pharmacy
Guild of Australia**



**Pharmaceutical
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