

**COMMUNITY CARE CHEMIST  
FRIENDLY SOCIETY LTD.**

**PRIVACY POLICY**

**AND**

**DISCLOSURE STATEMENT**

**ADOPTED BY THE BOARD OF DIRECTORS 01/05/02**

# **COMMUNITY CARE CHEMIST FRIENDLY SOCIETY LTD.**

## **PRIVACY POLICY AND DISCLOSURE STATEMENT**

Community Care Chemist Friendly Society Ltd and all entities controlled by or related to it (collectively referred to as “Community Care Chemist”, “we”, “our” and “us”) are subject to the National Privacy Principles in the *Privacy Act 1988 (Cth)*.

This Privacy Policy and Disclosure Statement explains in general terms how Community Care Chemist Friendly Society Ltd. protects the privacy of your personal information under the National Privacy Principles. It also sets out the matters, which we are required to disclose to individuals under the National Privacy Principles 1.3 and 1.5. The principles set out in this Privacy Policy and Disclosure Statement will apply to any personal information you provide to Community Care Chemist Friendly Society Ltd. over the counter, via our web site, under any agreement or arrangement and to information we collect about you from other sources.

The Privacy Policy and Disclosure Statement does not apply to acts and practices of a Community Care Chemist Friendly Society Ltd. entity which relates directly to employee records of that Community Care Chemist Friendly Society Ltd. entity’s current and former employees.

### **How we collect your personal information**

We generally collect your personal information directly from you. For example, we may collect personal information about you when you request that we fill a prescription for you, when you deal with us over the counter or over the telephone, when you send us correspondence (whether by letter, facsimile or e-mail}, become a member of Community Care Chemist Friendly Society Ltd. or whenever you have contact with us in person.

Generally, the type of personal information we collect about you includes your name, residential and mailing address, telephone number, your medical practitioner’s name, the medication you are prescribed, your medicare number, social security numbers and dates of birth (where relevant).

There may be occasions when we need to source personal information about you from a third party or when we collect your personal information from third parties, such as your treating medical practitioner or other health professional or a relative or friend who presents a prescription to us on your behalf. This Privacy and Disclosure Statement applies to any information we collect in that way also.

## **Our disclosure statement**

Community Care Chemist Friendly Society Ltd. collects personal information for the following purposes:

- If you are a patient, to dispense prescription drugs or medicinal preparations and to provide you with health services;
- If you are a member of Community Care Chemist Friendly Society Ltd., send you information about our services and products;

Some of the information we collect we are required to collect under State and Commonwealth law, for example, requirements under *National Health Act 1953 (Cth)* and the *Therapeutic Goods Act 1989(Cth)* as well as under State legislation.

If you do not provide the information requested, we not be able either to fill your prescription or provide you with the appropriate health service or process your membership application or fulfil another applicable purpose of collection.

If you are a patient, we may disclose your personal information to:

- Your treating medical practitioner in order to confirm your prescription or to alert them to contradictions or conflicting medications;
- To a Government Department as required by law, for example, under the *National Health Act 1953(Cth)*;
- To officers of the court as required under the law, for example patient information requested under subpoena.

## **How we use or disclose your personal information**

We will use and disclose your personal information for the primary purpose for which it was collected. We may also use and disclose personal information for the purposes related or ancillary to the main reasons we collect it, such as invoicing, reminder notices, provision of information [**concerning health related services**] and other services offered by us. We may use and disclose your sensitive information for the purposes directly related to the main reason we collect it, such as to your treating medical practitioner in order to confirm your prescription.

## **Third party contractors**

We engage third party contractors to perform services for us, which involves the contractor handling personal information we hold. For example, we engage third party contractors to destroy archived prescriptions greater than three years old in a satisfactory manner. In these situations, we prohibit the third party contractor from using personal information about you except for the specific purpose for which we supply it.

## **Other people's information which you provide to us**

If you provide personal information to us about someone else (such as one of your children or a relative or someone with whom you have dealings) you must ensure that you are entitled to disclose that information to us and that, without taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described herein. For example, you should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy and Disclosure Statement as those matters relate to that individual, including our identity, how to contact us, our purpose of collection, our information disclosure practices, the individual's right to obtain access to the information and the consequences for the individual if the information is not provided.

## **Our duty of confidentiality and obligations of non-disclosure**

We have a duty to maintain the confidentiality of our patients' affairs, including personal and sensitive information. Our duty of confidentiality applies except where disclosure of a patient's personal information is:

- With the patient's consent; or
- Compelled by law

## **Gaining access to the information we hold about you**

We will, on request, provide you with access to the personal information we hold about you unless there is an exception, which applies under the Privacy Act such as where we have a legal duty of confidentiality or non-disclosure as mentioned herein.

Your request to obtain access will be dealt with in a reasonable time. Community Care Chemist Friendly Society Ltd. may recover from you its reasonable costs of providing you with access.

If we refuse to provide you with access to the information, we will provide you with reasons for the refusal and inform you of any exceptions relied upon under the Privacy Act.

## **Keeping your personal information up-to-date**

We take reasonable steps to ensure your personal information is accurate, complete, and up-to-date whenever we collect or use it.

If any personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us immediately and we will take reasonable steps to correct this information or, if necessary, we will discuss alternative action with you.

## **Security of your personal information**

We protect any information that we hold from misuse and loss. We also protect it from unauthorized access, modification and disclosure.

**[Your personal information may be stored either in hard copy documents or as electronic data in Community Care Chemist Friendly Society Ltd's software or systems.]**

**[We maintain physical security over our paper and electronic data stores and premises, such as locks and security systems. We also maintain computer and network; for example, we use security measures for the internet and other security measures such as user identifiers and password to control access to our computer systems]**

## **How to contact us**

If you wish to gain access to your personal information or make a complaint about a breach of your privacy or if you have any query on how your personal information is collected or used or any other query relating to this Privacy Policy and Disclosure Statement, please contact our Operations Manager [Privacy Officer] at our registered office :

Community Care Chemist Friendly Society Ltd.  
16 Malop Street  
P.O. Box 26  
Geelong Vic 3220

Ph 5223 1108 Fax 5222 6994

We will respond to your query or complaint as soon as possible.

## **Our Contact Details**

Community Care Chemist Friendly Society Ltd's offices and premises in Australia are located at:

Community Care Chemist – Geelong  
18 Malop Street  
Geelong Vic 3220  
Ph 5229 5376 Fax 5221 2440

Community Care Chemist - Belmont  
157 High Street  
Belmont Vic 3216  
Ph 5241 1755 Fax 5244 2008

Community Care Chemist – Nth Geelong  
75 Separation Street  
North Geelong Vic 3215  
Ph 5278 4300 Fax 5278 9373

Community Care Chemist Friendly Society Ltd  
Registered Office  
16 Malop Street  
Geelong Vic 3220  
Ph 5223 1108 Fax 5222 6994

## ATTACHMENT A

### **Community Care Chemist Friendly Society Ltd. Membership Privacy Disclosure Statement**

The information provided in the membership application form is collected by Community Care Chemist Friendly Society Ltd. (collectively referred to as “Community Care Chemist”, “we”, “our” and “us”). We collect this information from you in order to:

- Process your application for membership of Community Care Chemist Friendly Society Ltd;
- Provide you with information about Community Care Chemist;
- Send you Community Care Chemist publications:

If you do not provide this information we may not be able to process your application.

We will on request provide you with access to the personal information we hold about you, unless there is an exception, which applies under the Privacy Act 1988 (Cth). A copy of our comprehensive Privacy Policy and Disclosure Statement is available on request by contacting us at the address below.

If you would like any further information or if you wish to gain access to your information, please contact Community Care Chemist.

Community Care Chemist  
P.O. Box 26  
Geelong Victoria 3220  
Phone 5223 1108  
Fax 5222 6994

**THIS DISCLOSURE STATEMENT IS TO BE PROVIDED TO EACH NEW MEMBER.**

## ATTACHMENT B

# Our Privacy Commitment

### Community Care Chemist Friendly Society Ltd Disclosure Statement

The information provided by you to us either over the counter, in discussion with the pharmacist or when we dispense prescription drugs [or when you apply for membership of Community Care Chemist Friendly Society Ltd] is collected by Community Care Chemist Friendly Society Ltd (collectively referred to as “Community Care Chemist”, “we”, “our” and “us”). We collect this information from you in order to:

- If you are a patient, dispense prescription drugs or medicinal preparations, or to provide you with health services;
- Process your application for membership of Community Care Chemist Friendly Society Ltd.
- Provide you with information about Community Care Chemist and send you Community Care Chemist publications;

If you do not provide this information we may not be able to provide you with the appropriate health service or dispense a prescription drug or process your application or fulfil another applicable purpose of collection. By law, before dispensing a prescription drug, we are required to collect certain information about you.

If you are a patient, we may disclose your information to:

- Your treating medical practitioner in order to confirm your prescription; or
- To a Government Department as required under law;

We will on request provide you with access to the personal information we hold about you, unless there is an exception, which applies under the *Privacy Act 1988 (Cth)*. A copy of our comprehensive Privacy Policy and Disclosure Statement can be requested by contacting us at the address below.

If you would like further information or if you wish to gain access to your information, please contact our registered office:

Community Care Chemist Friendly Society Ltd.  
16 Malop Street  
Geelong Vic 3220  
Ph. 5223 1108  
Fax. 5222 6994

**THIS STATEMENT IS TO BE DISPLAYED IN ALL STORES OPERATED BY  
COMMUNITY CARE CHEMIST FRIENDLY SOCIETY LTD.**