

TMS AUSTRALIA PRIVACY STATEMENT

This document describes the privacy policy of TMS Australia for the management of patients' personal information. The service provided is bound by the legal requirements of the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

Patient information

Patient files are held in electronic document management systems, which are accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, medical history, and other personal information collected as part of providing the service.

How patients' personal information is collected

A patient's personal information is collected in a number of ways during treatment session with TMS Australia including when the patient provides information directly to TMS Australia using hardcopy forms, correspondence via email, when the patient interacts directly with TMS Australia employees such as the TMS consultants, and when other health practitioners provide personal information to TMS Australia, via referrals, correspondence and medical reports.

Consequence of not providing personal information

If the patient does not wish for their personal information to be collected in a way anticipated by this Privacy Policy, TMS Australia may not be in a position to provide the treatment service to the patient.

Purpose of holding personal information

A patient's personal information is gathered and used for the purpose of providing treatment services, which includes assessing, diagnosing and treating a patient's psychological condition/ symptoms. The personal information is retained in order to document what happens during sessions, and enables TMS Australia to provide a relevant and informed treatment service.

Disclosure of personal information

Patients' personal information will remain confidential except when:

1. It is subpoenaed by a court; or
2. Failure to disclose the information would in the reasonable belief that TMS Australia place a patient or another person at serious risk to life, health or safety; or
3. The patient's prior approval has been obtained to:
 - a) provide a written report to another professional or agency, e.g., a GP or a lawyer; or
 - b) discuss the material with another person, e.g., employer or health provider; or
 - c) disclose the information in another way; or
4. you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or
5. disclosure is otherwise required or authorised by law.

A patient's personal information is not disclosed to overseas recipients, unless the patient consents or such disclosure is otherwise required by law. Patients' personal information will not be used, sold, rented or disclosed for any other purpose.

In some cases patient information may be used for research purposes or in presentations or conferences, however, in such cases patients will be de-identified and information will be used appropriately.

TMS Australia Service Coordinators will be liaising directly with patients treating teams, where information regarding a patient's case and progression across treatment may be discussed in detail with such members of their treating team. They will be delivering reports, letters and information relevant to the patient's case to members of the treating team where relevant. TMS Australia Service Coordinators will be required to sign a confidentiality agreement to ensure information is distributed appropriately.

If you would not like this information shared by the TMS Service Coordinators please inform TMS Australia.

Requests for access and correction to patient information

At any stage patients may request to see and correct the personal information about them kept on file. TMS Australia may discuss the contents with them and/or give them a copy, subject to the exceptions in the Privacy Act 1988 (Cth). If satisfied that personal information is inaccurate, out of date or incomplete, reasonable steps will be taken in the circumstances to ensure that this information is corrected. purposes.

Concerns

If patients have a concern about the management of their personal information, they may inform TMS Australia. Upon request they can obtain a copy of the Australian Privacy Principles, which describe their rights and how their personal information should be handled. Ultimately, if patients wish to lodge a formal complaint about the use of, disclosure of, or access to, their personal information, they may do so with the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to:
Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001