



## Medical Staff Privacy Policy

Medical Staff (MS) privacy policy complies with the national privacy principles established by the Privacy Act 1988 and as amended by Act No. 74 2012 and personal information retained is in the strictest confidence and is only used for the purpose of securing work placements for potential medical practitioners and Nurses.

### **Type of Personal Information held by MS or used by employee of MS falls into the following categories:**

- Candidate information submitted and obtained from the candidate and other identified sources in connection with applications for work
- Work performance and experience information
- Information about incidents in the workplace or the wider work environment
- Staff and management information to assist in placement activities
- Information submitted and obtained in relation to absences from work due to leave, illness or other causes
- Information obtained to assist in managing client and business relationships – e.g. availability time table for relief locum work
- Referees comments in support of candidates
- **Clinical Facilitators:** Privacy and confidentiality of facilitating university students with regards to the protection of student documents and students details as well as student performance details

### **Purposes for which MS retains personal information:**

- Recruitment and clearance for work in health care facilities
- Placement operations
- Management of recruited pool of health care professionals by MS administrative personnel
- Training and records of training
- Managing client relationships e.g. providing locums on call to Hospitals and universities
- Long term and continuing placement operations

### **Candidate information is used in connection with the following;**

- To obtain the necessary qualification and probity checks for employment in the health system e.g. verifying academic records, criminal record checks, clearance to work with children and the scope and locations permitted to work as designated in the registration by the Australian Health Practitioner Regulation Agency
- To assess ongoing performance and prospects
- Identification of training needs
- Identification of assessments, including medical tests, you may be required to undergo
- Our management of any complaint, investigation or inquiry in which you are involved

- Any insurance claim or proposal that requires disclosure of your personal or sensitive information

**Candidate personal and sensitive information may be disclosed to:**

- Potential and actual employers and clients in public or private hospitals
- Referees to check recommendations made about your performance or skills etc
- Professional association or registration body with a work placement interest in the disclosure of your personal information
- Our insurers and a workers compensation body
- Any person or organisation with a lawful entitlement to obtain access to the information

**If candidates do not provide the information MS seeks then:**

- We may be limited in our ability to locate suitable work
- We may be limited in our ability to place candidates in work
- We may discontinue seeking locum placements for candidates

**Gaining access to their information to correct it if is wrong:**

- Candidates have a right to see and have a copy of personal and sensitive information held
- Candidates can request changes to information stored if they can clearly establish that it is not accurate, is incomplete or is not up to date
- Candidates seeking access to retained personal information must be able to verify their identity
- MS endeavours at all times to ensure all candidate and approved locum information is correct and up to date
- Access to information may be refused if it is considered that the privacy rights of others or a breach of any confidentiality stems from that information being released

**Disposal of candidate and locum information occurs when:**

- MS does not pursue further placements for existing locums
- MS terminates the recruitment of candidate locums
- All printed information is firstly shredded then removed by a licenced document removal company in secured containers

**Electronic Media**

Clients providing their e-mail address to MS agree to receive e-mail correspondence about job vacancies and other information required to provide MS Agency services. Client e-mail addresses are not distributed to any other third party unless is authorized by client in writing.

**Complaints Handling and Compliance Monitoring**

MS acknowledges that there will be occasions when clients past and present may lodge a complaint re their personal data held by the Agency and senior management will always respond to such complaints. If the complaints relate to updating of personal data the client is informed that they must provide the updated information in order for the Agency to continue placement bookings for the client to work as a health professional.

If the complaint relates to information that may have been provided by MS to health facilities then the client will be informed that such provision of information is contained within the contracted agreement with MS and must be provided. Examples of this situation may apply to a health professional engaged to work in a Children's Ward.

At no time will MS divulge personal data to anyone or any organisation other than for the purposes of placing a client in a health professional position.

MS conducts regular checks of both hard copy documents and softcopy records to ensure that no breach of information security has occurred –MS's Business Procedures – Documentation Policy and Records Management Procedure, Improvement Compliance Procedure, Recruitment Procedure and Regulatory Monitoring Procedure are the guiding principles for the way in which monitoring is carried out and this aspect of the business operations is subject to ISO auditing where full privacy provisions apply to the company's auditors.

### **Management of Data Breaches and Data Breach Response Plan**

To date MS has not had any breaches of security in respect of personal data being compromised or leaked inadvertently.

In order to respond to any future breaches MS management will take the following steps – for softcopy breaches – restore data in a different location on the Office Server and change passwords immediately. In the case of hardcopy breaches locks on filing cabinets will be changed and for both types of breaches additional training of staff on the requirements of the Privacy Act (as amended) will be put in place.

### **Further inquiries and complaints:**

- Candidates and existing locums or health care workers with inquiries and complaints relating to our privacy policy can contact the company Privacy Officer (Operations Manager) or the Federal Privacy Commissioner.

Contact details are as follows: [www.medicalstaff.com.au](http://www.medicalstaff.com.au)

Name of candidate:

Designation:

Date: