

Personal Information Policy

1. What is our Privacy Policy?

MDI Radiology will protect your privacy by storing your personal information securely, only disclosing this information to relevant professionals or organisations and by disposing of out of date information securely.

We provide instructions and written procedures for staff to ensure that processes maintain security of private details and to ensure relevant external contractors comply with the Privacy Act requirements, as applicable.

2. What personal information do we retain?

MDI Radiology collects personal information in order to provide professional service. The main sorts of information we collect and retain include: name, contact details, date of birth, gender, your doctor and details relating to your investigation, health and treatment. In addition we keep administrative information such as your Medicare number, or information provided by third parties such as your referring doctor or your authorised representative.

You are entitled to withdraw your consent for us to hold your information at any stage.

3. Use of your details and personal information

MDI Radiology may use your details for a variety of purposes including conducting your examination, providing a specialist medical report about your health to your referring doctor, billing and collection of any outstanding debts, sending you reminder notices of specific tests as required by law, notifying relevant organisations such as insurance companies and legal advisers of an incident/accident when a claim of medical malpractice has been alleged, and/or ongoing research of specific cases for the continuing education of professional personnel with identity details removed prior to use.

4. Disclosure of this information

We may need to disclose information about you to organisations for medical, ethical, legal and/or procedural reasons. These groups or individuals may include consultant medical specialists or organisations, your authorised representative (i.e. guardian), Medicare or your private health fund, our professional advisers (such as contractors, accountants, auditors and legal advisers), government authorities and other organisations as required by law and/or a new business operator in the event that the assets and operations of an MDI Radiology business are transferred to another party as a going concern.

5. Up to date information

MDI Radiology endeavours to ensure the information we collect, use and disclose is accurate. The accuracy of this information depends on the information you provide to us. We recommend that you keep us up to date and inform us if there are any errors in the information we hold. Please inform us of changes to your information such as your name, address or Medicare number.

6. Complaints

All complaints regarding your personal information or privacy will be investigated and a response will be sent to you as quickly as possible. We will endeavour to respond to you within 14 days. If you are dissatisfied with the response, you can refer the matter to the Privacy Commissioner.

7. Further information

Should you have any further enquiries, please do not hesitate to ask our reception staff or email **web@mdi.net.au**.