

# CRAFTER MEDICAL CENTRE

## NOTIFIABLE DATA BREACH - PATIENT INFORMATION

A “data breach” is a breach of a person’s privacy or the security of information held by an organisation about a person in which personal or confidential information, or non-personal information that could be sensitive, is compromised, disclosed, copied, transmitted, accessed, removed, destroyed, stolen or used by unauthorised individuals, whether accidentally or intentionally.

The Crafter Medical Centre has an obligation under the Commonwealth Privacy Act 1988 to take all reasonable steps to protect the personal information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure.

### **Data breach instances may include:**

- The database containing medical records is hacked (eg cyber-attack)
- Health information is mistakenly provided to the wrong person (eg test results given to the wrong patient)
- Laptop or hard drive containing patient records is lost or stolen
- Inappropriate disclosure of health information to a family member or friend
- Viewing of health records by unauthorised practice staff members or contractors
- Inadequate steps to “cleanse” or destroy information on computer hardware before it is disposed of
- Inadvertently placing health or other personal information on a publicly accessible website.

### **Data Breach Response Process**

There is no single method of responding to a data breach. Crafter Medical Centre will assess any breaches on a case-by-case basis by reviewing the risks involved to determine the appropriate course of action.

At Crafter Medical Centre we take data integrity seriously and use the latest computer technologies to safekeep your information as best as possible. In the unforeseen event of a data breach involving your information, we will contact you and provide you with the details of the problem and the course of action.

For further information you can visit the website of the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/>.