

# Medical Record Exchange (MRE) Privacy Policy

MRE is committed to treating the personal information we collect in accordance with the National Privacy Principles in the Privacy Act 1988 (Cth) (Privacy Act). This document has been update to reflect recent changes coming into effect in March 2014.

This Privacy Policy sets out how MRE handles personal information. It does not apply to personal information collected by MRE that is exempted under the Privacy Act.

MRE may modify this Privacy Policy from time to time to reflect its current privacy practices.

In this Privacy Policy, 'MRE', 'we', 'us' and 'our' mean the partnership carrying on business under the name MRE as part of the Medical One Group and includes any corporate entity owned or controlled by the Medical One Group

## **Personal information we collect**

The main type of personal information we collect includes patient medical information as part of the services we provide to insurance clients.

It may be necessary in some circumstances for MRE to collect sensitive information about applicants / claimants for example, health information. We will only collect sensitive information as permitted under the Privacy Act.

## **How we collect personal information**

MRE collect personal information from applicant/claimants Drs, health professionals or from a relevant third party (government agency). This is done by email, fax with communication also carried out by phone.

MRE will not request medical information without the express consent (written or digitally provided) of the applicant/claimant)

### **Use of personal information**

MRE collects personal information for the purposes of:

- Facilitating a applicants insurance application
- Facilitating a claimants insurance claim

MRE will not use your personal information for the purpose of marketing its services or for any other company.

### **Disclosure of personal information**

MRE will not disclose your personal information to any third parties other than the insurer who has requested MRE to obtain information on their behalf

### **Transfer of personal information overseas and sharing personal information within the Medical One Group network**

MRE is a part of the Medical One Group. We may transfer your personal information to other parts of the Medical One Group to fulfil the purpose of collection of the personal information, or a related or ancillary purpose or otherwise in accordance with the Privacy Act. We may also store, process or back-up your personal information on servers (including through third party service providers) Note: data stored on servers including third party servers remains within Australia.

Applicants / claimants personal medical information will not be sent outside of Australia with the sole exception being to facilitate the retrieval of the request from a medical practitioner outside of Australia.

### **Security and retention of personal information**

We take reasonable steps to protect any personal information that we hold from misuse and loss. We also take reasonable steps to protect it from unauthorised access, modification and disclosure.

The security measures we take include physical security measures (including security passes to enter our offices and storage of files in lockable cabinets), technology security measures (including restriction of access, firewalls, the use of encryption, passwords and digital certificates) and our staff and partners are required to undertake privacy and data protection training.

The personal information you provide to us will be retained only for as long as necessary to fulfil the purposes for which the information was collected, as required by law or in accordance with our documentation retention policies.

#### **Privacy on our websites**

MREs website is a secure encrypted website.

MREs website may contain links to third parties' websites, including sites maintained by other parts of the Medical One Group Those other websites are not subject to our privacy policies and procedures. You will need to review those websites directly to view a copy of their privacy policies.

MRE does not endorse, approve or recommend the services or products provided on those third party websites.

#### **Gaining access to personal information we hold**

MRE transfers information to our insurance clients as it is received by us on a daily basis. A request to access this information would need to be sent to the relevant insurer directly as MRE does not own or control the information beyond retrieving and sending the information from the Medical Practitioner to the Insurer.

#### **Keeping personal information**

MRE does not retain information collected on an insurers behalf beyond a reasonable period of time. Information received in paper format is destroyed securely on a fortnightly basis. Information received digitally is purged securely on a periodic basis.

#### **How to contact us**

If you have a query in relation to this Privacy Policy please contact:

Management  
MRE  
GPO Box 2061, Melbourne VIC 3000

Phone: 1300 933 833

Fax: +61 3 8687 0610

[escalations@mrexchange.com.au](mailto:escalations@mrexchange.com.au)