



Aboriginal and Torres Strait Islander Health Practice	Occupational Therapy
Chinese Medicine	Optometry
Chiropractic	Osteopathy
Dental	Pharmacy
Medical	Physiotherapy
Medical Radiation Practice	Podiatry
Nursing and Midwifery	Psychology

Australian Health Practitioner Regulation Agency

## Policy

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20 March 2014

Privacy Policy

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## 1. Who we are – The bodies that administer the Health Practitioner Regulation National Law

### This Policy explains how national law entities handle personal and confidential information

The Australian Health Practitioner Regulation Agency (AHPRA) and the other entities that administer the Health Practitioner Regulation National Law, as in force in each state and territory (National Law) are referred to in this guide as the 'national law entities'. The *Privacy Act 1988* (Cth) regulates the use of personal information by the national law entities. The National Law also imposes strict obligations to keep information obtained under that law confidential. Links to applicable laws are set out on the last page of this Policy.

This policy explains how the national law entities, in particular AHPRA and the National Boards handle personal information and comply with the Privacy Act and the National Law confidentiality obligations. AHPRA is the national law entity most likely to routinely collect, hold and manage personal information due to its day-to-day administration of the National Law in the administrative assistance and support it provides to the National Boards. Where relevant, this Policy explains when its provisions might apply to a particular national law entity (such as AHPRA or a National Board).

### Who are we?

The National Law establishes a national registration and accreditation scheme for the regulation of health practitioners and registration of students undertaking study to become qualified for registration in a regulated health profession.

### Who are the national law entities?

#### National Boards

The National Law establishes National Health Practitioner Boards ('**National Boards**' or '**Boards**') to register and regulate the conduct of health practitioners and students working or studying in a regulated health profession.

The 14 National Boards are:

- Aboriginal and Torres Strait Islander Health Practice Board of Australia
- Chinese Medicine Board of Australia
- Chiropractic Board of Australia
- Dental Board of Australia
- Medical Radiation Practice Board of Australia
- Medical Board of Australia
- Nursing and Midwifery Board of Australia
- Occupational Therapy Board of Australia
- Optometry Board of Australia
- Osteopathy Board of Australia
- Podiatry Board of Australia
- Pharmacy Board of Australia
- Physiotherapy Board of Australia
- Psychology Board of Australia

Australian Health Practitioner Regulation Agency ('AHPRA')

AHPRA commenced operations on 1 July 2010. AHPRA provides administrative assistance and support to the National Boards. AHPRA works in conjunction with the National Boards to develop and administer procedures for the purpose of ensuring the efficient and effective operation of the National Boards.

Agency Management Committee

AHPRA is governed by an Agency Management Committee appointed by a Ministerial Council comprising the Commonwealth, state and territory Health Ministers.

Australian Health Workforce Advisory Council

The National Law also establishes the Australian Health Workforce Advisory Council, to advise responsible Ministers about the operation of the National Law and related issues.

### **The Privacy Act applies to personal information held by the national law entities**

The Privacy Act protects and regulates the collection, holding, use and disclosure of an individual's personal information and sensitive information. The core obligations in the Privacy Act are set out in the Australian Privacy Principles (found in Schedule 1 to the Act). The Privacy Act is modified in its application to national law entities by the Health Practitioner Regulation National Law Regulation.

### **What is 'personal information'?**

The Privacy Act defines 'personal information' to mean information or an opinion about an identified individual or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not. The Privacy Act defines 'sensitive information' to include personal information about an individual's racial or ethnic origin, religious beliefs or affiliations, sexual orientation or practices or criminal record.

### **Confidentiality obligations imposed by the National Law**

The National Law also imposes a duty of confidentiality on people who obtain information when exercising functions under that Law. Those people can only disclose that information where the National Law permits it. Penalties may apply for breaches of this duty of confidentiality, and staff may also be subject to disciplinary action if they breach their confidentiality obligations.

There are exceptions to this duty of confidentiality, set out in the National Law:

- where disclosure is for the purposes of the National Law
- where disclosure is required or permitted by another law, or is to another authority responsible for registering or disciplining health practitioners
- if the person affected consents
- if the information relates to public tribunal proceedings
- the information is accessible to the public (e.g. on a National Register of practitioners), or
- the disclosure is for certain other purposes set out in the National Law, such as:
  - for health workforce planning
  - for information management and communication purposes
  - to certain government agencies (such as departments that administer health benefits legislation) or
  - to protect the health and safety of patients and others.

## 2. Kinds of personal information we collect and hold

The national law entities, in particular AHPRA and the National Boards, hold a wide range of personal information for the purpose of carrying out their functions and, in the case of AHPRA, providing administrative assistance and support to the National Boards. The national law entities hold both current and historical information.

### **What kinds of personal information do we hold from before the National Law started?**

Information collected by previous health profession boards prior to the commencement of the National Law on 1 July 2010, is held by AHPRA on behalf of the National Boards. This information may be held in both electronic and hard copy form. The kinds of files held include previous boards':

- registration files
- notification files
- investigation files
- public register information, including previous registration and disciplinary information
- legal files, and
- general administration files and documents.

### **What kinds of personal information have we collected since the National Law started?**

The type of personal information held by the National Boards and AHPRA include current files and files created since 1 July 2010. The kinds of files the National Boards and AHPRA may hold that contain personal information include:

- registration files
- notification files
- investigation files
- public register information, including previous registration and disciplinary information
- legal files
- employment files, and
- general administration files and documents.

The kinds of personal information held in these files include:

- **Names and contact information** including for registered health practitioners and students, applicants for registration, endorsement or renewal as a health practitioner, registered health practitioners about whom a notification or complaint has been made under the National Law or previous applicable law, notifiers who make a notification about a registered health practitioner, employers of registered health practitioners.
- **National Register information** about registered health practitioners including, their dates of birth, first year of registration as a health practitioner, type of registration, principal place of practice, registration number.
- **Registration and endorsement information** about applicants for registration as a health practitioner or student and registered health practitioners, including a registered health practitioner's unique identifier, age, date of birth, gender, nationality, professional qualifications, education history and results, work history, previous registration history (both in Australia and overseas), professional indemnity insurance arrangements, criminal history and identity checks and information about a registered health practitioner's registration endorsement.

- Notification information received in relation to a registered health practitioner, both current and past (if any) and any investigation and health, conduct or performance action taken as a result of a notification.
- Investigation information collected by AHPRA investigators in relation to an investigation commenced into a health practitioner's conduct, both current and past (if any), including criminal history checks in Australia and overseas.
- Disciplinary action information about registered health practitioners the subject of non-public and public disciplinary hearings or action taken under the National Law, previous applicable law or by an overseas body, including (but not limited to) a professional regulation body.
- Health information about individuals including health practitioners and patients or notifiers.
- Professional performance information about registered health practitioners the subject of a professional performance assessment under the National law or previous applicable law.
- National Board information about members of the National Boards, its committees and panels.
- Employee and contractor information including, about persons employed by and contractors engaged by AHPRA for itself and on behalf of the National Boards, applications for employment, employee health information.
- Financial information including, for example, a payment received in relation to a registration application fee, and salary, banking, superannuation and tax details of AHPRA and Board employees and contractors.

The above list is not exhaustive, but is provided as a guide to the general kinds of personal information and sensitive information held by the national law entities; in most cases this information will be held by AHPRA in its own right or on behalf of National Boards.

### **3. How do we collect and hold personal information**

#### **What is this part about?**

Part 3 explains how AHPRA and the National Boards:

- collect personal information
- handle unsolicited personal information, and
- tell someone when we have collected personal information about them.

#### **How do national law entities collect personal information?**

AHPRA in providing administrative assistance and support to Boards collects personal information in a variety of ways for the purpose of carrying out its functions under the National Law. AHPRA only collects personal information for:

- purposes that are directly related to its functions or activities under the National Law, and
- purposes related to employment services, human resource management and other internal corporate functions.

The ways in which personal information is collected include (but are not limited to) collection directly from an individual or organisation either in person, by hard copy or electronic correspondence, over the telephone, and via the Internet.

In some instances, where necessary and where required or authorised by law, information about an individual may be collected from:

- an individual's employer

- an individual's health practitioner or a health practitioner engaged by AHPRA or a National Board to provide a report in relation to the individual
- other government agencies (e.g. Medicare Australia, CrimTrac or the Department of Immigration and Border Protection in the case of an overseas-trained health practitioner), and
- organisations both in Australia and overseas (e.g. an educational institution, health service or employer, hospital).

If information is collected about an individual directly from that individual, AHPRA (in its own right or on behalf of the relevant Board) will take reasonable steps to ensure that the individual is aware:

- that they are dealing with AHPRA or the Board, and how to contact AHPRA or the Board
- of the purposes for which the information is being collected
- of this policy and that they are able to access (and seek to correct) the information collected and how
- of the types of bodies, agencies or organisations to which AHPRA usually discloses information of that kind
- whether AHPRA is likely to disclose the information to an overseas recipient, and
- of the main consequences (if any) for the individual if they do not provide all or part of the information to be collected.

If a national law entity asks for and collects personal information from a third party, it will also take such steps (if any) as are reasonable in the circumstances to make sure the individual whose personal information is being collected is made aware of these things. However, notice may not be provided if it is not reasonable to do so. Examples of when it may not be reasonable to provide notice may include:

- if this might pose a serious threat to the safety of an individual (such as the third party who provided the information) or to public health, or
- if notice may jeopardise the purpose of collection or the integrity of the information collected (e.g. where investigations are continuing).

### **How do national law entities deal with unsolicited personal information?**

The national law entities, in particular AHPRA, often receive unsolicited personal information from a notifier or a registered health practitioner, particularly in relation to notifications or complaints made about the conduct or performance of a registered health practitioner, in order for those notifications or complaints to be assessed and potentially investigated by a Board. In some cases, health information about an individual, including patient files, medical results and clinical reports may also be provided by a notifier or a registered health practitioner in relation to a notification. Receipt by the national law entities of these kinds of unsolicited information is necessary for those entities to carry out their functions under the National Law.

A national law entity must subsequently deal with the unsolicited personal information as if it had collected the information itself. This includes taking such steps (if any) as are reasonable in the circumstances so the affected individual is made aware that the entity has obtained the information, the circumstances in which it was collected, the purpose for which it was collected and the types of entities to which it usually discloses that kind of information. As explained above in relation to information collected from third parties, notification may not occur if it is not reasonable to do so in the circumstances.

### **How do national law entities collect and receive health information?**

AHPRA, on behalf of National Boards, collects and receives health information, including patient files, medical results and clinical reports, in order to carry out its functions under the National Law. Health information is generally collected or received by AHPRA where:

- A notification is made against a registered health practitioner and a Board has commenced an investigation into the notification and it is necessary for a national law entity to review the relevant



health information provided by a notifier or to collect health information from a registered health practitioner or health service.

- A registered health practitioner is required by a National Board to undertake a health assessment to ascertain if the practitioner has an impairment that may impact upon their registration as a health practitioner.

Health information may be particularly sensitive. Where it is practicable to do so, AHPRA will notify an individual when a national law entity receives their health information on an unsolicited basis and where health information is collected or received, obtain their consent to receive, hold, use and disclose the health information, unless the law authorises AHPRA or another national law entity to do otherwise.

### **Data security**

The national law entities take reasonable steps to protect the personal information they hold against loss, misuse and from unauthorised access, modification or disclosure.

Information in electronic form is held on AHPRA's electronic document management systems and email system.

Information in hard copy form is held on AHPRA premises located in each state and territory and, when archived, in external storage facilities.

Persons who access personal information held by the national law entities include those:

- employed and contractors engaged by the national law entities, and
- accessing the public National Registers

All persons employed and contractors engaged by the national law entities:

- are required to sign a confidentiality undertaking before commencing employment or service with a national law entity, and
- must comply with confidentiality provisions under the National Law.

AHPRA is subject to state and territory public records legislation that require it to retain its records for certain periods.

## **4. Why we collect, hold, use and disclose personal information**

### **What is this part about?**

Part 4 sets out the purposes for which national law entities (in particular AHPRA and National Boards) may:

- collect, hold and use; and
- disclose personal information.

### **Purposes for which we may collect, hold and use personal information**

National law entities collect, hold, use and disclose personal information for the purposes for which it was given to those entities or which are directly related to the functions or activities of those entities under the National Law. The national law entities that routinely handle personal information are AHPRA and the Boards. Those entities' relevant functions are described below.

The Boards' functions under the National Law include:

- registering qualified and competent health practitioners, and imposing conditions on their registration, and monitoring compliance with such conditions, undertakings and suspensions,
- overseeing the assessment of the knowledge and skills of overseas trained applicants for registration, and

- overseeing the receipt, assessment and investigation of notifications about persons who are or were registered practitioners and students in the health professions, and to refer these to relevant adjudication bodies.

AHPRA's functions under the National Law include:

- providing administrative assistance and support to the Boards, and the Board's committees, in exercising their functions under the National Law and in the operation of the national registration and accreditation scheme, including:
  - registering health practitioners
  - imposing conditions on a health practitioner's registration
  - overseeing the assessment of knowledge and skill of overseas trained applicants for health practitioner registration
  - overseeing the receipt, assessment and investigation of notifications about the health, performance and conduct of registered health practitioners (past and present) and registered students, and
  - overseeing the management of registered practitioners and students, including monitoring conditions.
- in consultation with the National Boards, ensuring efficient and effective operation of the National Boards in the operation of the national registration and accreditation scheme
- in conjunction with the National Boards, keeping an up-to-date and publicly accessible National Registers of registered health practitioners for each health profession, and
- keeping an up-to-date National Register of students for each health profession.

### **Purposes for which we may disclose personal information**

National law entities only use and disclose personal information for the purpose for which it was collected, for purposes that are directly related to the entities' functions under the National Law, or in the following specific circumstances:

- the individual has consented
- the individual would reasonably expect, or has been told, that information is of a kind the entity usually passes on to other particular recipients or types of recipients
- it is permitted or required by law (and we set out below the kind of circumstances in which the National Law may permit disclosure of personal information)
- the entity reasonably believes that it is necessary to disclose the information to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety
- the entity has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to its functions or activities has been, is being or may be engaged in it reasonably believe that the collection, use or disclosure is necessary in order for it to take appropriate action in relation to the matter
- the entity reasonably believes that the collection, use or disclosure is reasonably necessary to assist another entity to locate a reported missing person
- the collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim, and
- the collection, use or disclosure is reasonably necessary for the purposes of a confidential alternative dispute resolution process.

The National Law also sets out particular circumstances in which a national law entity may disclose

personal information, which include:

- advising an education provider that a student's registration has been cancelled or suspended
- checking a registration applicant or registered health practitioner's criminal history and the authenticity of a document relating to a registration applicant or a registered health practitioner
- referring a notification to another authority that is responsible for managing health, performance and conduct concerns regarding health practitioners, such as a health services commissioner, in the relevant State or Territory
- appointing an assessor, panel or referring a matter to a disciplinary tribunal in the relevant State or Territory
- notifying a practitioner's employer about action taken by a National Board against a registered health practitioner, including action concerning their health or performance or a condition imposed on their registration
- publishing information on a publicly available National Register
- if required under a Commonwealth, State or Territory law, including under freedom of information legislation or where disclosure is required or authorised by a court or tribunal including under a summons or subpoena issued to a National Board or AHPRA
- planning the workforce of health practitioners in Australia
- for information management and communication purposes where disclosure is to an information management agency, such as the National E-health Transition Authority
- disclosing information to other Commonwealth, state and territory entities under health-related laws, such as Medicare Australia, CrimTrac or the Department of Immigration and Border Protection in the case of an overseas-trained health practitioner
- disclosure to protect health and safety of patients or other persons where a National Board reasonably believes that a registered health practitioner poses, or may pose, or their practice poses or may pose a risk to public health or the health or safety of a patient or class of patients, and
- disclosure to an authority responsible for registering health practitioners (in Australia or overseas) if it is necessary for that authority to perform its functions.

Further details about disclosures through public registers and regarding notifications is set out below.

### **Public National Registers**

One of AHPRA's functions is the establishment of up-to-date and publicly accessible national registers of registered health practitioners for each health profession. Personal information which is to be included in the National Registers includes:

- registered health practitioner's gender
- suburb and postcode of the registered health practitioner's principal place of practice
- registration number or code given to the registered health practitioner by the National Board
- date on which the registered health practitioner was first registered in the health profession in Australia, whether under the National Law or a corresponding prior Act
- date on which the registered health practitioner's registration expires
- type of registration held by the registered health practitioner, including, where relevant:
  - the division in which the registered health practitioner is registered
  - the recognised specialty in which the registered health practitioner is registered, and

- if the registered health practitioner holds limited registration, the purpose for which the practitioner is registered.
- if the registered health practitioner has been reprimanded, the fact that the registered health practitioner has been reprimanded
- relevant information in relation to any condition which has been imposed on the registered health practitioner's registration or any undertaking which the National Board has entered into with the registered health practitioner
- whether the registered health practitioner's registration is suspended and, if the suspension is for a specified period, the period during which the suspension applies
- if the registered health practitioner's registration has been endorsed, details of the endorsement
- details of any qualifications relied on by the registered health practitioner to obtain registration or to have the registered health practitioner's registration endorsed
- if the registered health practitioner has advised the Board the practitioner fluently speaks a language other than English, details of the other language spoken, and
- any other information the Board considers appropriate.

Note - A student register is not to be open to inspection by the public.

Note - A Board may decide not to include certain information on the public register if it is necessary to protect the practitioner's privacy and there is no public interest in disclosure of the information on the public register.

### **Dealing with a notification or complaint about a registered health practitioner**

AHPRA and the Boards are committed to being open and transparent in their dealings with notifiers, and complainants, consistent with the principles of the National Law. We will provide information that is clear, informative and comprehensive within the context of the National Law.

Examples of how we will do this include:

- updating notifiers and complainants about the progress of their matter, and
- advising notifiers and complainants about the decisions made by Boards, within the context of the National Law.

In dealing with a notification or complaint about the health, performance and conduct of a registered health practitioner or student, a national law entity may be required to disclose information received in the notification and during the course of an investigation to another agency, body or individual in order to carry out its functions under the National Law.

Agencies, bodies and individuals to whom information may be disclosed in the course of dealing with a notification include:

- the Board for the relevant health profession
- a relevant Board committee
- expert witnesses engaged to assist with an investigation or disciplinary hearing into a notification
- witnesses involved in an investigation or disciplinary hearing into a notification
- a health complaints entity, and
- an adjudicative body, such as a court, tribunal or panel conducting a hearing into a notification.

### **Miscellaneous: information AHPRA may collect and use if you use our online resources**

AHPRA collects limited information about people who use our online resources, in order to track use of those resources and to maintain and improve those resources. Information collected includes:

- server address
- top level domain name
- the date and time of visit
- pages access and documents downloaded
- previous site visited
- if the person has visited our website before, and
- type of browser used.

AHPRA uses Google Analytics on its websites. Information and data collected through Google Analytics may be stored overseas by Google. You may choose to opt out of this through Google.

AHPRA's online platforms may use sessions and cookies. You can disable cookies, though this may affect the functionality of the online resources you seek to use.

There are risks in transmitting information over the internet. AHPRA cannot control the security of data collected and stored on third party platforms. AHPRA takes reasonable steps to ensure the security of data stored on our servers.

## 5. How to access and correct your personal information

### Accessing personal information

You may seek access to your personal information held by a national law entity.

Any request for access to personal information held by a national law entity must be made in writing and addressed to:

Privacy Officer

Australian Health Practitioner Regulation Agency

GPO Box 9958

In your capital city

### Accessing another individual's personal information

In certain circumstances where a person seeks access to their personal information held by a national law entity or where a person seeks access to another individual's personal information, AHPRA may be authorised to withhold the information sought in accordance with the Privacy Act, *Freedom of Information Act 1982* (Cth) (**FOI Act**) or other relevant law.

For further information about making a freedom of information request to a national law entity please contact our privacy officer at the details above.

### Correcting personal information

The national law entities take all reasonable steps to ensure that the quality of the data they collect, hold, use and disclose is accurate, complete and up-to-date.

If you think your personal information held by a national law entity is incorrect, please contact our privacy officer at the details above.

If a national law entity disagrees with your claim that your personal information is inaccurate, incomplete or not up-to-date, you may ask that the information be accompanied by a statement claiming that the information is not accurate, complete or up-to-date. The national law entity will take all reasonable steps to

comply with such a request.

## 6. How to complain about a privacy breach

If you believe your personal information has not been handled by a national law entity in accordance with the requirements of the Privacy Act or National Law you may make a complaint to:

- AHPRA, or
- the National Health Practitioners Privacy Commissioner, or
- both AHPRA and the Commissioner

Information about making a complaint to AHPRA, and the AHPRA complaint handling policy and procedure, is available at <http://www.ahpra.gov.au/About-AHPRA/Complaints.aspx>

The Office of the National Health Practitioners Privacy Commissioner can be contacted at:

Address Suite 2310, Level 23, 40 City Road, Southbank Vic 3006

Telephone 03 9674 0421

Email [complaints@nhpopc.com.au](mailto:complaints@nhpopc.com.au)

Web <http://www.nhpopc.gov.au/>

## 7. Disclosure of personal information to overseas recipients

### Disclosure to overseas medical registration authorities

A national law entity may disclose personal information obtained under the National Law to authorities in Australia and overseas that register health practitioners, where this is necessary for the authority to perform its functions. This is permitted under the National Law so different registration authorities are aware of any problems or questions that might be relevant to a practitioner's registration.

The list of countries to where personal information may disclosed is not confined and reflects the broad spectrum of nationalities held by persons who are registered or seek to be registered as a health practitioner under the National Law.

The types of personal information a national law entity may disclose to an overseas registration authority include:

- **Registration information** about overseas applicants for registration as a health practitioner or student and registered health practitioners under the National Law, including a registered health practitioner's age, date of birth, gender, nationality, overseas professional qualifications, overseas education history and results, overseas work history, overseas registration history, overseas criminal history and identity checks.
- **Notification information** received in relation to a registered health practitioner, both current and past (if any) and any investigation and health, conduct or performance action taken as a result of a notification.
- **Investigation information** collected by AHPRA investigators in relation to an investigation commenced into a health practitioner's conduct, both current and past (if any), including criminal history checks in Australia and overseas.
- **Disciplinary action information** about registered health practitioners from an overseas body, including (but not limited to) a professional regulation body.

A national law entity may also seek access to the above types of personal information about an overseas applicant for registration or a registered health practitioner under the National Law from an overseas organisation for the purposes of determining, for example, a registration application or investigation of a notification made under the National Law.

People overseas are also able to access the National Registers of practitioners that AHPRA maintains on the internet.

### **Disclosure to overseas service providers**

As a general principle, AHPRA does not otherwise disclose or provide access to personal information to recipients outside Australia. However, in limited circumstances, AHPRA may disclose personal information to an overseas recipient where this is reasonably necessary to enable AHPRA to perform its functions under the National Law – for example where the overseas recipient is providing online information technology support services to AHPRA. In such cases, AHPRA will use reasonable endeavours to require the overseas recipient to handle the personal information consistently with the requirements of the Privacy Act and the National Law.

## **8. Anonymity**

Wherever practical, individuals have the option of remaining anonymous or using a pseudonym when dealing with a national law entity. This includes, when making a notification to AHPRA under the National Law.

Sometimes it will not be practicable to deal with a national law entity anonymously or using a pseudonym. For example, it is not possible for health practitioners to apply to register or renew registration anonymously or using a pseudonym. This is because it is important that registration details (and the public National Registers based on those details) are accurate, complete and easy to check.

If you choose to deal with us anonymously or using a pseudonym, this may affect our ability to deal with the issue you have raised. For example, if you lodge an anonymous notification about a health practitioner, this may limit our ability to effectively and efficiently investigate that notification. While AHPRA will not demand that a notifier identify themselves, a refusal to give your name and contact details may mean that:

- an investigation cannot be commenced or completed
- any claims you make may be less easy to establish, and
- it may be impracticable for the relevant national law entity to continue to deal with or contact an anonymous notifier.

## **9. Further Information**

### **Applicable legislation and regulations**

Health Practitioner Regulation National Law (as in force in each State and Territory)

- Health Practitioner Regulation National Law Regulation

Link: <http://www.ahpra.gov.au/Legislation-and-Publications/Legislation.aspx>

- Privacy Act 1988 (Cth)

Link: <http://www.comlaw.gov.au/Details/C2013C00482>

- National Health Practitioner Privacy Commissioner

Link: <http://www.nhpopc.gov.au/>

## **10. Questions?**

If you have questions about this Policy or would like to obtain a printed copy, please contact:

Privacy Officer

Australian Health Practitioner Regulation Agency

GPO Box 9958

In your capital city



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