

# PRIVACY POLICY

## Welcome — Your Privacy Matters to Us

**Thank you for choosing our practice.** We want you to feel confident that your personal and health information is treated with care, respect, and confidentiality from the moment you join us.



Below is a simple overview of how we protect your information as a patient.

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### Why we collect your information

To give you the best possible care, we collect some basic details such as:

- your name, date of birth and contact information
- Medicare and health fund details
- your health history and any current medical needs

This helps your GP understand you and provide safe, high-quality care from day one.

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### Your medical record

Your medical record is created when you join our practice.

We make sure it is:

- accurate and up-to-date
- stored securely
- easy for your GP to use when planning your care

With your permission, we may also use your record to send reminders about follow-ups or annual check-ups.

If you're ever unsure why we ask for certain information, please feel free to ask—no question is too small.

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### How we use and share your information

We only use your information to support your healthcare.

We may share relevant details with:

- GPs in our practice
- specialists or other health professionals involved in your care

We will always tell you when this is needed.

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We will **not** share your information with anyone else unless:

- you give us consent,
- it is required by law,
- it is needed to claim Medicare or health fund rebates, or
- there is a serious public health or safety reason.

We won't send your information overseas unless you agree and the country has strong privacy protections.

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### Quality improvement and research

Sometimes we use **de-identified** patient information (meaning you can't be identified) to help improve our services or contribute to community health research. If you prefer not to be included, just let our team know.

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### Keeping your information secure

Your privacy is protected under Australian privacy laws. We take strict steps to ensure your digital and paper records remain secure.

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### Accessing your information

You are welcome to ask about any information we hold about you. If you would like a copy of your medical record, we can arrange this for you. A small fee may apply depending on the request.

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### We don't use your information for marketing

Your details will never be used for direct marketing or advertising.

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### If you have questions or concerns

We want you to feel comfortable and informed. If you have concerns about your privacy or believe something in your record needs updating, please speak with our staff. You can also ask for our **Practice Manager** at any time.

More information about privacy laws:

**Office of the Australian Information Commissioner:** Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

