

INTRODUCTION

This Privacy Policy outlines how your personal information, including health information, is collected, stored, used and disclosed by Our Practice, and the circumstances under which it may be shared with third parties. We are committed to protecting your privacy and complying with our obligations under the Privacy Act 1988 (Cth) and the RACGP Standards for General Practices (5th Edition).

WHY AND WHEN YOUR CONSENT IS NECESSARY

When you register as a patient at Our Practice, you provide consent for our GPs and staff to access and use your personal information to provide you with high-quality healthcare. Only staff involved in your care or practice operations will have access to your information. If we require your information for any other purpose not directly related to your care, we will seek your additional consent before using it.

WHY DO WE COLLECT, USE, HOLD AND SHARE YOUR PERSONAL INFORMATION?

We collect, use, hold and share your personal information to support your health and ensure high-quality care. This includes:

- Clinical care and treatment
- Communication with other healthcare providers
- Medicare, DVA, and private health fund claims
- Accreditation, clinical audits, and quality improvement activities
- Practice administration and staff training
- Billing and financial transactions
- Legal and regulatory compliance

WHAT PERSONAL INFORMATION DO WE COLLECT?

The types of personal information we may collect include:

- Full name, date of birth, contact details, and address
- Medicare number, healthcare identifiers, private health fund details
- Medical history, medications, allergies, immunisations, adverse events
- Social and family history, and risk factors
- Referral letters, test results, and reports

DEALING WITH US ANONYMOUSLY

Where practical and lawful, you may choose to remain anonymous or use a pseudonym. However, full identification is generally required to provide safe, ongoing care.

HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect information through various channels, including:

- During new patient registration
- Through consultations and treatments
- Over the phone, via email, website bookings, SMS or social media
- From your authorised representative or carer
- From other healthcare providers, specialists, hospitals, pathology and diagnostic imaging services
- From Medicare, DVA, or private health insurers

WHEN, WHY AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION?

Your personal information may be shared:

- With other treating healthcare professionals
- When legally required (e.g. subpoenas, mandatory disease reporting)
- To prevent or manage serious threats to individual or public health
- With Medicare, DVA, or health funds for billing
- For clinical audits, quality assurance and accreditation
- To locate a missing person or resolve disputes under applicable law

We will not share your information with overseas recipients unless you provide written consent, or it is permitted by law. We do not use your personal information for direct marketing without your express consent. You may opt out at any time.

HOW DO WE STORE AND PROTECT YOUR PERSONAL INFORMATION?

Your information is securely stored in electronic and/or physical form. We implement industry-standard security measures and restrict access to authorised personnel only.

HOW CAN YOU ACCESS OR CORRECT YOUR PERSONAL INFORMATION?

You have the right to request access to, and correction of, your personal information. Please email: info@rnmc.edu.au. Requests will be responded to within a reasonable timeframe. Proof of identity may be required. You may also request amendments if your information is incorrect, outdated, or incomplete.

HOW CAN YOU LODGE A PRIVACY-RELATED COMPLAINT, AND HOW WILL IT BE HANDLED?

We take all complaints seriously. Please email your privacy concern in writing to our team using the contact details above. We will respond in line with our complaint's resolution process. If you are not satisfied with our handling of your complaint, you may contact:

Office of the Australian Information Commissioner (OAIC)  www.oaic.gov.au |  1300 363 992

POLICY AVAILABILITY

The most recent version of this policy is available on our website and applies to all HelloDR Medical Centres.

DISCLAIMER: While Our Practice takes all reasonable steps to protect the privacy and security of your personal information, we cannot guarantee absolute security when information is transmitted electronically (e.g. via email, SMS, or online forms). Patients using these methods do so at their own risk. This policy is intended to provide general guidance and does not constitute legal or medical advice. Our Practice complies with all applicable laws but disclaims liability for unauthorised access or disclosures that occur beyond our control. By continuing to use our services, you acknowledge and accept the terms outlined in this Privacy Policy and understand that updates may occur from time to time. It is your responsibility to review the most current version.