



Privacy Policy

Introduction

This privacy policy explains how we collect, use, store, and share your personal information (including health information) within our practice, and when it may be shared with third parties.

Consent

When you register as a patient, you consent for our GPs and staff to access and use your personal information to provide healthcare. Only authorised staff have access. If we need to use your information for any other purpose, we will seek your additional consent.

Why we collect and use your information

We collect, use, hold, and share your information primarily to manage your healthcare. We also use it for related business activities, including:

- Financial claims and payments
- Accreditation, audits, and staff training
- Business administration and quality improvement

Information we collect

We may collect:

- Your name, date of birth, contact details, and addresses
- Medical history, medications, allergies, family and social history
- Medicare and health fund details, healthcare identifiers
- Relevant information from other healthcare providers, hospitals, diagnostic services, Medicare, or your guardian

Dealing with us anonymously

You may choose to remain anonymous or use a pseudonym unless it is impractical or we are legally required to identify you.

How we collect information

- At registration and during consultations
- Through phone calls, emails, SMS, online bookings, or website visits
- From other healthcare providers or organisations when required

Sharing your information

We may share your information:

- With other healthcare providers involved in your care
- With accreditation agencies or IT providers (who follow strict privacy standards)
- When required by law (e.g., subpoenas, notifiable diseases)
- To prevent serious risks to health or safety
- To assist with locating missing persons or legal claims
- Via secure services such as eTP or My Health Record

We will not share your information outside Australia without your consent unless legally required. We do not use your information for marketing without your express consent.

How we store and protect information

Your records may be stored electronically, on paper, or as images (e.g., X-rays). We protect your information by:

- Secure electronic systems with password protection
- Restricted staff access based on role
- Confidentiality agreements for all staff
- Secure storage of paper records and destruction via shredding/security bins
- Encrypted secure messaging for electronic correspondence
- Verifying recipient details before sending faxes or emails

Reception and consulting room privacy is maintained by avoiding public discussion of sensitive matters. Screens and doors are positioned for privacy.

Medical records

Medical records are the property of the practice, but you have the right to access them. Active and inactive records are stored securely and only accessible to authorised staff.

Accessing and correcting your information

You can request access to your records in writing by completing a **Request for Personal Health Information** form. A response will be provided within 14 days, with full access within 30 days. A fee may apply for copying.

We regularly confirm your details are correct. You can request updates or corrections at any time by writing to the Practice Manager at ajohnson@lakesidemp.com.au.

Privacy complaints

We take privacy concerns seriously. You can lodge a complaint in writing with the Practice Manager. We will acknowledge and aim to resolve it within 30 days.

If unresolved, you can contact the **Office of the Australian Information Commissioner (OAIC)** via www.oaic.gov.au or call **1300 363 992**