How We Handle Your Personal Health Information

Your privacy is very important to us. This summary explains how we collect, use, and protect your personal and health information.

Why We Collect Your Information

We collect your personal and health information to:

- Provide safe, high-quality medical care.

- Manage appointments, test results, and treatment plans.

- Process billing and comply with Medicare and other government requirements.

- Participate in preventive health reminders (e.g., immunisations, screenings, health assessments).

- Meet legal, accreditation, and quality assurance obligations.

We cannot provide some services if you choose not to provide necessary information.

How We Use Your Information

Your doctor or our staff may use your information to:

- Record and store your health information in your medical record.

- Send pathology or imaging specimens for analysis (you may receive separate invoices).

- Schedule appointments and send reminders for recommended health checks.

- Share information with other healthcare providers involved in your care.

- Undertake administrative tasks, audits, or accreditation activities.

- Support research or teaching using only de-identified information.

- Comply with legal obligations such as disease notifications.

We do **not** sell or trade your information.

Who Can Access Your Information

Only authorised staff and healthcare providers involved in your care can access your information. Third-party service providers may assist us (e.g., IT, billing), but only under strict confidentiality agreements.

Your Rights

You can:

- Ask to see your health information.

- Request corrections to inaccurate or incomplete records.

- Withdraw consent for certain uses (where allowed by law).

- Make a privacy complaint.

Preventive Health Reminders

We may send reminders for vaccinations, screenings, or health assessments. You may opt out at any time by informing our reception or your GP.

Data Security

We keep your information safe with secure storage, password protection, and staff confidentiality training.