



Privacy Policy

Introduction

Hanover Street Medical Centre is committed to providing quality services to you. This privacy policy provides information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

What is Personal Information and why do we collect it?

Personal information is information that identifies an individual. Examples of Personal Information we collect include name, address, date of birth, phone numbers, Medicare number, government issued concession or Department of Veteran Affairs card details, ethnicity and personal medical history.

Personal information is obtained in many ways, including filling in the patient registration form, by telephone, face to face encounters and from third parties, such as other health care providers or allied health providers. We don't guarantee policy of authorised third parties.

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. This information is collected for the primary purpose of providing our health care services to you. We may also use this information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. When we collect personal information it will be stored securely on our database, which is password protected.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information such as an individual's racial or ethnic origin or health information.

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Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect personal information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you consent in writing to the use or disclosure and/or where required or authorised by law.
- Third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers. These third parties are required to comply with APPs and this policy .
- With other healthcare providers.
- When it is required or authorised by law (eg: court subpoenas).
- When it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent.
- To assist in locating a missing person.
- To establish, exercise or defend an equitable claim.
- For the purpose of confidential dispute resolution process.
- When there is a statutory requirement to share certain personal information (eg: some diseases require mandatory notification).
- During the course of providing medical services, through eTP, My Health Record (eg: via Shared Health Summary, Event Summary).

Security of Personal Information

Your information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. We use an electronic format, in protected information systems or in hard copy format in a secured environment to protect your information. We also use secure passwords to access clinical and personal data. All of our staff sign a confidentiality agreement



before they start their employment with us.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it. However, most of information is or will be stored in patient files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing. Hanover Street Medical Centre will not charge any fee for your access request but may charge an administrative fee for providing a copy of your file. In order to protect your personal information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your health information is up to date. We will take reasonable steps to make sure that all information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

You may contact our Practice Manager via email at hanover@healthwatch.com.au or call reception on 9568 7377. The Manager will endeavour to respond to your complaint within 14 days.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC in Victoria on 1300 363 992

If you have any queries or complaints about our Privacy Policy please contact us at:

Hanover Street Medical Centre

28 Hanover Street

Oakleigh, VIC, 3166