

## PRIVACY POLICY

Current as of 23 June 2026

### Introduction

This privacy policy is to provide 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. It is reviewed regularly to ensure it is in accordance with any changes that may occur. Updates will be made to this document and via our website [www.haystreetmedical.com.au](http://www.haystreetmedical.com.au).

For enquiries concerning this policy, you can contact [manager@haystreetmedical.com.au](mailto:manager@haystreetmedical.com.au)

### Why and when your consent is necessary

When you register as a patient of our practice you provide consent for our GP's and practice staff to access and use your personal health information so they can provide you with the best possible healthcare. Only staff that need to see your personal health information will have access to it. If we need to use your information for anything else we will seek additional consent from you to do this.

### **Why do we collect, use, hold and share your personal information?**

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities such as financial claims and payments, practice audits and accreditation and business processes (eg staff training).

### What personal information do we collect?

The information we will collect about you includes:

- Names, dates of birth, addresses and contact details
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.
- Medicare number (where available) for identification and claiming purposes.
- Healthcare identifiers and Health Fund details.

### Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

### How do we collect your personal information?

Our practice will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services we may collect further personal information. This may also be collected through My Health Record, e.g. via Shared Health Summary, Event Summary, Electronic Transfer of Prescriptions (eTP), eReferrals.

3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment, submit an online enquiry via our website or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
  - Your guardian or responsible person
  - Other involved healthcare providers such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services.
  - Your health fund, Medicare or the Department of Veteran's Affairs (as necessary)
  - While providing medical services, further personal information may be collected via:
    - electronic prescribing
    - My Health Record
    - online appointments.
5. Various types of images may be collected and used, including
  - CCTV footage: Collected from our premises for security and safety purpose
  - Photos and medical images: These can be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images.

We will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes.

### *Who do we share your personal information with?*

We sometimes share your personal information:

- With third parties who work with our practice for business purposes such as accreditation agencies or information technology providers; Online appointment booking system via HotDoc secure links including reminder / recall notices for treatment and preventative health care issued by SMS; these third parties are required to comply with APPs and this policy
- With other healthcare providers (e.g. In referral letters)
- 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 when 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 Electronic transfer of Prescriptions (eTP), MyHealth Record / PCEHR system (eg via Shared Health Summary, Event Summary)
- Only people that need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

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.

### *How is your information used to improve services*

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team.

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 reception staff know if you do not want your de-identified information included.

### *How are document automation technologies used?*

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

The practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. These documents contain only your relevant medical information. These document automation technologies are used through secure medical software BP Premier.

All users of the medical software have their own unique user credentials and password and can only access information that is relevant to their role in the practice team.

The practice complies with the Australian privacy legislation and APPs to protect your information. All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners Privacy and managing health information guidance.

### *How do we store and protect your personal information?*

Your personal information may be stored at our practice in various forms including paper records and electronic records. Our practice stores all personal information securely, such as with electronic format, in protected information systems or in hard copy format in a secured encrypted environment.

### *How can you access and correct your personal information at our practice?*

You have the right to request access to and correction of your personal health information. Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing (a form is available at reception) and our practice will respond within a reasonable time.

You will be informed when making the request if there are any fees payable for our performance of the request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time we will ask you to verify your personal information held by our practice is correct and up to date. You may also request that we correct or update your information and you should make such requests in writing to [manager@haystreetmedical.com.au](mailto:manager@haystreetmedical.com.au).

### Communication via electronic means

Communication via electronic means (e.g. email) is conducted with appropriate regard to the privacy and confidentiality of the patient's health information. Our practice does not transfer patient information via email unless it is encrypted.

### How can you lodge a privacy related complaint and how will the complaint be handled out our practice?

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. Our address is Hay Street Medical Centre, 159 Hay Street, SUBIACO WA 6008 and our email is [manager@haystreetmedical.com.au](mailto:manager@haystreetmedical.com.au). We will handle your concerns in a timely manner and a response should be expected within 30 business days.

If you do not feel we have resolved your issue You may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give them time to respond before they investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

### Privacy and our website

The practice holds all personal information securely in electronic format in password protected information systems. Communication with patients, via electronic means is conducted with appropriate regard to the privacy and confidentiality of the patient's health information. Patients can also book their appointments online via HotDoc secure links to the Practices' appointment schedule (<https://practices.hotdoc.com.au/privacy-policy/>).

### Policy review statement

Our Privacy Policy is reviewed regularly by the Practice to ensure it is in accordance with any changes in the Privacy Act. A copy of the policy is available to patients via our website <https://www.haystreetmedical.com.au>.