

Clinical Referral and Guidance Hub

Privacy Notice and Collection Statement

1. Privacy Notice

South Eastern Melbourne Primary Health Network (SEMPHN) is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This Privacy Notice explains how we collect, use, store and disclose your personal information when you register for and use the Clinical Referral and Guidance Hub (CRGH) on SEMPHN's website.

2. What personal information we collect

When you register for access to the CRGH, we collect the following personal information that is reasonably necessary for our functions and activities:

- Full name
- E-mail address
- Location of practice/workplace
- Postcode of practice/workplace
- Mobile phone number
- AHPRA registration number

3. Why we collect this information

We collect this information primarily for the purposes outlined below or for related purposes you would reasonably expect:

- verify your identity and eligibility to access the portal
- establish and manage your user account
- communicate with you regarding CRGH access and related services
- support future multi-factor authentication (MFA) functionality and account security
- verify professional registration details against the publicly available AHPRA register
- administer, maintain and improve the CRGH and associated services
- comply with legal and regulatory obligations.

4. How we collect your information

Your personal information is collected directly from you when you:

- register or sign up for the CRGH
- complete online forms
- submit account information or updates
- interact with portal functionality.

5. Consent

By registering, or signing up to the CRGH, you acknowledge and consent to the collection, use and disclosure of your personal information as described in this Privacy Notice and in accordance with our Privacy Policy.

If you choose not to provide the requested personal information, you may not be unable to register for or access the CRGH.

6. Disclosure of information

Your personal information may be disclosed to:

- authorised personnel within SEMPHN
- contracted service providers who support the operation, hosting, maintenance or security of the portal
- government, regulatory or law enforcement agencies where required or authorised by law.

We will not disclose your personal information overseas. If this changes, we will update this notice or seek your consent where required.

7. Storage and security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Information is stored using secure systems and access controls appropriate to the sensitivity of the information.

We retain personal information only for as long as necessary and securely destroy or de-identify it when no longer required.

8. Access and correction

You may request access to or correction of your personal information in writing by contacting Privacy@semphn.org.au.

9. Privacy Policy

Further information about how SEMPHN manages personal information, including how you may access and correct your personal information, how to make a complaint, and how we will deal with such a complaint, is available in our Privacy Policy at: https://irp.cdn-website.com/b60ea18f/files/uploaded/Privacy+Policy_Feb_2026_FINAL.pdf

10. Contact

SEMPHN Privacy Officer
Privacy@semphn.org.au