



[www.mymedicalpractice.com.au](http://www.mymedicalpractice.com.au)

## Privacy Policy

Current as of : 2nd March 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.

### Why and when your consent is necessary

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. Only staff who need to see your personal 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, date of birth, addresses, 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
- 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.

Those patients who decline to provide our practice with their correct identity, with corresponding documents, will be required to pay for any and all consultations with the doctors of the practice at private billing rates. Any fees charged will not be able to be submitted to Medicare for a rebate. This includes any imaging, referrals or pathology requested under this pseudonym.

### **How do we collect your personal information?**

Our practice may collect your personal information in several different ways.

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. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary, HotDoc and HealthEngine.
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 online 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 Veterans' Affairs (as necessary).

### **When, why and with whom do we share your personal information?**

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 – 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).

Only people who 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 attention to “The Director”

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 will need to provide written advice to our Director that you do not want your information included.

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

Your personal information may be stored at our practice in various forms. The majority of our records are in electronic format. Any correspondence, received in an alternative method eg: post, or fax are then scanned into your personal records and the paper document is then shredded. X-rays, Ct scans etc are not held by the practice and are the responsibility of the patient. Documented photos are stored in your electronic records.

Our practice stores all personal information securely. All electronic patient records, personal information, financial information etc are securely stored using individual passwords, confidentiality agreements for any staff and or contractors entering the premises. This system is maintained both within the practice, and via our IT consultants.

Encrypted Back-ups of all data are performed daily and held securely offsite in the event of a fire or disaster. Staff and contractors will ensure the premises is secured and locked prior to leaving.

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

You have the right to request access to, and make correction of, your personal information.



Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and we will respond within a reasonable time, generally, within 30 days of receipt of the request.

Once the request has been considered and approved by the doctor and practice Director, you will be required to make an appointment with your doctor. There will be a fee charged for the doctor's time, and practice resources for production of these records. This fee will be reasonable and at the discretion of Management pending file size and complexity, please note this cannot be claimed through Medicare.

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 that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the practice.

#### Charnwood

You may submit this by post,

My Medical Practice - Charnwood,

7/7 Charnwood Place Charnwood, ACT 2615,

email [mymedicalpracticecharnwood@gmail.com](mailto:mymedicalpracticecharnwood@gmail.com),

by completing a new registration form at the reception desk or with your doctor if appropriate.

#### Murrumbateman

You may submit this by post,

Murrumbateman Pharmacy and Medical,

15 Hercules Street, Murrumbateman, NSW, 2582,

email [murrumbateman@mymedicalpractice.com.au](mailto:murrumbateman@mymedicalpractice.com.au)

by completing a new registration form at the reception desk or with your doctor if appropriate.

#### Yass

You may submit this by post,

My Medical Practice - Yass,

63 Laidlaw Street, Yass, NSW, 2582,

email [yass@mymedicalpractice.com.au](mailto:yass@mymedicalpractice.com.au)

by completing a new registration form at the reception desk or with your doctor if appropriate.

#### Gungahlin

You may submit this by post

My Medical Practice - Gungahlin

Level 1, 83 Gozzard Street, Gungahlin ACT 2615

Email: [gungahlin@mymedicalpractice.com.au](mailto:gungahlin@mymedicalpractice.com.au)

By completing a new registration form at the reception desk or with your doctor if appropriate.



Bungendore

You may submit this by post

My Medical Practice - Bungendore

2 Gibraltar St, Bungendore NSW 2621

Email: [bungendore@mymedicalpractice.com.au](mailto:bungendore@mymedicalpractice.com.au)

By completing a new registration form at the reception desk or with your doctor if appropriate.

### **How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. This should be addressed to the Owner/Director and be marked as “private and confidential” We will then attempt to resolve it in accordance with our resolution and complaints procedure.

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](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

### **Privacy - our website and electronic communications**

Our website <https://www.mymedicalpractice.com.au> is available for your convenience. You may book appointments here via third party services such as Hot Doc and HealthEngine. You may also find our contact details for all practices on this website.

Due to privacy and security regulations, communication via email is not preferred. Without a password or encryption it creates a risk that your e-mail may be intercepted, and read, by a third party. For this reason we prefer to not send any private health information to you in this format without your express written, and documented consent, within your health records. This is to be signed in the new Patient Registration form. By providing us with written consent you are accepting any and all risks associated with communicating via email.

We do not provide medical advice via e-mail and our website is general advice only. Please book an appointment with your doctor for any personalised medical advice required. Facebook pages for all My Pharmacy Group Pty Ltd businesses are utilised as information and advertising platforms to reach our population and patient base, instant messaging services are not utilised on these social media platforms nor will be responded to as this mailbox is unmonitored. All contact with the practice is to be through the website, email or by phoning the practice, or in person.

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any personal information (e.g. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject



cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website. Our website uses cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies and pixels may be used to serve relevant ads to website visitors through third party services such as Google Adwords and Facebook Adverts. These ads may appear on this website or other websites you visit.

Our practices use a SMS (Short Message Service) to communicate with our patients. We will never send any messages containing results via an SMS. The SMS will be encrypted if it contains a health message. This message is able to be unlocked with the patient's surname and date of birth. Once opened it will direct the patient to book a follow up appointment with their Doctor. Additionally we use our SMS service to communicate with patients about their appointment times, or if they need to be rescheduled. The day prior to your appointment you will be prompted with a reminder to confirm or cancel your appointment. Occasionally due to the Doctor becoming unavailable, we will send a quick message stating that the Doctor is unavailable and you will need to contact us to reschedule. We will usually follow this with a phone call.

Health Information of Children and Young People under the age of 18 Under common law patients under the age of 18 who are determined to be a mature minor can consent to their own medical treatment. The child or young person must have a "sufficient understanding and intelligence" to enable him or her to fully understand what is proposed as assessed by the general practitioner. As such the general practitioner cannot go against the wishes of a patient if they are a mature minor and it can be a breach of their confidentiality and privacy to discuss their medical care with their parents against their wishes. At our practices unless otherwise recorded by the general practitioner in the patient's file/test results, patients aged 16 and over are afforded the individual right of privacy and confidentiality with their medical treatment by staff. To access information/results from a minors file aged 16 and over the minor is requested to sign a consent to release form for their parent which is scanned and recorded in the patient file.

### **How are Artificial Intelligence (AI) Scribes used?**

With your consent; the practice may use an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. The practice AI scribe service does not share information outside of Australia, Destroys the audio file once the transcription is complete, Removes sensitive, personal identifying information as part of the transcription The practice will only use data from our digital scribe service to provide healthcare to you

### **Policy review statement**

Our Privacy Policy will be reviewed by our Director and Assistant Director annually. Occasionally the policy may be reviewed and amended prior to the review date, if required to encompass changes which are made by the OAIC. Thereafter the review will continue annually.



Review Date : 7th December 2027

*Disclaimer The Privacy policy template for general practices is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.*