

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. Queensgate Medical Centre recognises the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy, and it tells you how we collect and manage your personal information. We respect your rights to privacy and have a legal obligation to abide by the provisions of the Privacy Act 1988 (Cth) (the Act). The rules that an organisation must follow under the Act are known as the Australian Privacy Principles, and cover areas including the collection, use, disclosure, quality and security of personal information

What is your personal information?

In this privacy policy, "personal information" refers to information as defined in the relevant privacy laws. In general, it includes any information that can identify you personally. This may include details such as your name, address, phone number, email address, and profession or occupation. If the information we collect can personally identify you or make you reasonably identifiable, it is considered personal information. Our privacy policy applies to all individuals who use our services or provide personal information to us. For clarity, no distinction is made between personal information and sensitive information (as defined by law), and all such information will be referred to as "personal information" in this document.

What personal information do we collect and hold?

We may collect the following types of personal information:

- your name, address and telephone number;
- your age or date of birth;
- your Medicare number, Veterans' Affairs number, Health Care Card number, health fund details or pension number;
- current drugs or treatments used by you;
- information relevant to your medical care, including but not limited to your previous and current medical history and your family medical history (where relevant);
- your ethnic background;
- your profession, occupation or job title;
- the name of any health service provider or medical specialist to whom you are referred, copies of any letters of referrals and copies of any reports back; and
- any additional information relating to you that you provide to us directly through our representatives, medical or allied health professionals providing services at or clinic or otherwise.

We may also collect some information that is not personal information because it does not identify you or anyone else. For example, we may collect anonymous answers to surveys or aggregated information about how users use our website.

How do we collect your personal information?

We collect your personal information directly from you unless it is unreasonable or impracticable to do so. When collecting personal information from you, we may collect it in ways including:

- by you completing one of our registration or patient information forms
- as disclosed by you during the course of a consultation at our practice or
- through your access and use of our website. We may also collect personal information from third parties including:

- information provided on your behalf with your consent;
- from a health service provider who refers you to medical practitioners or allied health professionals providing services at or from our practice.
- from health service providers to whom you are referred.
- from your employer or prospective employer; or
- from third party bodies such as law enforcement agencies and other government entities.

What happens if we are unable to collect your personal information?

If you choose not to provide the personal information outlined above, one or more of the following may occur:

- We may be unable to offer you the requested services, either to the same standard or at all.
- Your diagnosis and treatment may be incomplete or inaccurate.

For what purposes do we collect, hold, use and disclose your personal information?

We collect personal information about you to support our business activities and functions, and to provide you with the highest quality of service. Your personal information is collected, stored, used, and disclosed for the following purposes:

- To provide medical services and treatment, and to allow medical practitioners at our practice to attend to you.
- For administrative and billing purposes.
- To maintain and update your contact details in our records.
- To process and address any complaints you may have.
- To comply with applicable laws, regulations, or legal requirements, and cooperate with government authorities.
- For data research and analysis, including conducting clinical trials, proactive screenings, and sending you direct marketing communications related to these activities.
- To include you in a recall register for follow-up visits and medical updates.
- To report back to your employer, potential employer, their authorized representatives, or their insurer in the case of a work-related consultation or service.
- To respond to inquiries and provide information or advice about our existing and new products, services, and other relevant matters.
- To carry out business processes, including sharing your personal information with related entities, contractors, service providers, or other third parties.
- For administrative, marketing (including direct marketing), planning, product or service development, quality control, and research purposes for Queensgate Medical Centre, its contractors, or service providers.
- To meet notification requirements with our medical defense organizations or insurers.

We will not share, sell, rent, or disclose your personal information except as outlined in this Privacy Policy or as permitted by law.

Consent

Queensgate Medical Centre are committed to ensuring that any personal information we collect is obtained lawfully, transparently and with your consent, whenever it is practical for us to do so. By providing personal information to us, you consent to us collecting, using and disclosing your personal information as described in this Policy.

In some circumstances, where it is not reasonable or practical for us to collect this information directly from you, responsible persons (for example, a spouse or partner, close family member, emergency contact or enduring medical power of attorney) may consent on your behalf. Real-time audio/visual recording and duplication and storage of a consultation, including those via telehealth and those conducted remotely will never occur without the patient's consent.

Why and when your consent is necessary

When you register as a patient at our practice, you provide consent for our GPs and practice staff to access and use your personal information to deliver the best possible healthcare. Access to your personal information is limited to staff members who require it to provide care. If we need to use your information for any other purpose, we will request additional consent from you.

To whom may we disclose your information?

We may share your personal information with the following parties:

- Our employees, medical professionals, and allied health practitioners who provide services at our practices, as well as related entities, contractors, or service providers. This includes those involved in the operation of our business, fulfilling your requests, and delivering products and services to you. Examples include web hosting providers, IT administrators, mailing services, couriers, payment processors, data entry providers, network administrators, debt collectors, and professional advisors such as accountants, lawyers, and consultants.
- Suppliers and third-party partners with whom we have commercial relationships, for business, marketing, and related purposes.
- We may use electronic processes to share your personal information as described above, when applicable. In cases where document automation technologies (such as appointment bookings, referrals, results, or e-scripts) are used, we will only share your information to the extent necessary and for the purposes specified.
- Your employer or potential employer, their authorized representatives, and their insurer in the case of a work-related consultation or service.
- Any organization or individual with your explicit consent for an authorized purpose.
- We may also combine or share the information we collect from you with that collected by any related bodies corporate within Australia.

How can you access and correct your personal information?

You can request access to any personal information we hold about you at any time by contacting us. If we have information you are entitled to access, we will provide it to you in a suitable format (e.g., by mail or email). We may charge a fee to cover reasonable administrative costs associated with providing the information. These fees will be communicated to you as applicable. There is no charge for making the request or for correcting your personal information.

In some cases, we may not be able to grant access to certain personal information. We will only refuse access in accordance with our legal rights and obligations. For example, we may deny access if it would compromise the privacy of others or violate confidentiality. If access is denied, we will provide you with a written explanation.

If you believe any of your personal information is incorrect, incomplete, or inaccurate, you can submit a written request to have it amended, including the reasons for the change. We will review your request and determine whether an amendment is necessary. If we decide not to make the amendment, we will add a note to your record indicating that you disagree with the information.

Marketing materials

We may send you direct marketing communications about our products and services that we believe may interest you. These communications may be delivered via mail, SMS, fax, or email, in compliance with applicable marketing laws, such as the Spam Act 2003 (Cth). If you express a preference for a specific communication method, we will make every effort to use that method whenever feasible. Additionally, you can opt out of receiving marketing communications at any time by contacting us or using the opt-out options provided in our communications. Upon doing so, we will promptly remove your name from our mailing list.

What is the process for complaining about a breach of privacy?

We take privacy complaints and concerns seriously. If you have any privacy-related issues, please submit them in writing using the contact details provided below. Your concerns will be escalated to the Practice Manager for review and resolution, and we will respond to you within 30 days.

Email: admin@queensgatemedical.com.au
Phone: 08 9456 1811
Post: Queensgate Medical Centre:
Suite 6, 2 Queensgate Drive, Canning Vale WA 6155
Attn: Practice Manager

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 on 1300 363 992.

Do we disclose your personal information to anyone outside Australia?

In relation to medicals and consultations procured or requested by our overseas clients, we may disclose your personal information to these clients in their countries of operation. We do not otherwise disclose your personal information to overseas recipients. In the event that we would like or are required to do so, we will obtain your consent.

Security

We take reasonable steps to ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

As our website is linked to the internet, and the internet is inherently insecure, we cannot provide any assurance regarding the security of transmission of information you communicate to us online. We also cannot guarantee that the information you supply will not be intercepted while being transmitted over the internet. Accordingly, any personal information or other information which you transmit to us online is transmitted at your own risk.

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.

Policy review statement

This privacy policy will be reviewed regularly to ensure it remains up-to-date with any changes. Updates will be made available to patients through our practice website or by requesting a printed copy at the reception desk.

This privacy policy was last updated January 2025.