



## **Privacy Statement**

### **Burslem Medical Centre's Privacy Policy**

Current as of 12 Dec 2025

Next Review Date: 12 Dec 2028

### **Introduction**

In accord with the *Privacy Amendment (Private Sector) Act 2000*, all information collected at the Burslem Medical Centre is treated as "sensitive information". To protect your privacy, this practice operates strictly in accord with the Act.

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 that needs 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 (e.g. staff training).

### **What personal information do we collect?**

The information we will collect about you includes your:

- 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

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

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

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information. E.g.- My health records, shared health summary
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
- 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 who 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 (e.g. 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 (e.g. some diseases require mandatory notification)
- During the course of providing medical services, through eTP, My Health Record (e.g. 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.

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

Our doctors and staff are trained to handle your personal information discreetly and privately. We also engage in a range of security initiatives to protect your information from loss or misuse.

Our practice stores all personal information securely in electronic format which is password secure.

Our staff is mindful of and respect the patient's right to confidentiality and privacy. Each staff member is bound by his/her confidentiality agreement

### **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 information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within 30 working days depending upon how big the file is. Health records summary and complete records can be provided on request, nominal charges may apply.

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 [manager@burslemmc.com.au](mailto:manager@burslemmc.com.au).

### **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. We will then attempt to resolve it in accordance with our resolution procedure.

You can forward your complaint by email to – [manager@burslemmc.com.au](mailto:manager@burslemmc.com.au), post attention to Practice Manager at Burslem Medical Centre, Unit1/201 Burslem Drive, Maddington -6109 or by contacting on 08 9452 0300. We will conduct our internal inquiry and respond within one week.

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

### **Anonymous Communication Policy**

Patients may communicate with the Practice anonymously to provide feedback, raise concerns, or make general enquiries.

Anonymous communication may occur via written feedback, email, website contact forms, telephone calls, or third-party feedback platforms where identification is optional.

The Practice cannot provide clinical advice, access patient records, or discuss personal health information without confirming patient identity. Anonymous communications may limit the Practice's ability to investigate or respond in detail.

### **Policy review statement**

This policy is managed in accordance with the Privacy Act 1988 (Cth), Australian Privacy Principles, and RACGP Standards for General Practices, and is reviewed as part of the Practice Policy & Procedure Manual.

Any amendments made in the policy will be updated on our website and will also be displayed in the waiting room and reception desk of our medical center.

If you have questions about how we handle your personal health information or need to arrange access to your records, please ask to speak to our practice Manager.