



Privacy Statement

Peak Clinical Pharmacy Services

Peak Clinical Pharmacy Services is committed to safeguarding the privacy of all individuals who engage with our services. We comply with the Australian Privacy Principles as outlined in the Privacy Act 1988 (Cth) and manage personal and health information in a safe, respectful, and lawful manner.

1. What We Collect

We may collect the following personal and health information:

- Name, date of birth, address, contact details
- Medicare or DVA details
- Current medications, medical history, and relevant pathology results
- Referrals or communications from your GP or healthcare providers
- Genetic test results (e.g. pharmacogenomics), with your explicit consent

We collect this information directly from you or with your consent from your healthcare provider.

2. Why We Collect It

Your information is collected for purposes including:

- Conducting Home Medicines Reviews (HMRs), Residential Medication Management Reviews (RMMRs), and pharmacogenomic consultations
- Providing tailored medication and health advice
- Communicating with your nominated GP and other involved healthcare professionals
- Complying with professional, legal, and funding obligations
- Improving our clinical services and patient safety

3. How We Use and Share Information

We only use or disclose your information:

- For the purposes it was collected
- To your nominated healthcare providers
- To service providers involved in your care (e.g. pathology labs)
- When required by law (e.g. Medicare compliance)

We do not share your information with marketing or unrelated third parties.

4. Storage and Security

Your data is stored securely in electronic systems with password protection and encrypted transmission where applicable. We take reasonable steps to protect your information from misuse, loss, unauthorised access, or disclosure.

5. Access and Corrections

You have the right to access the personal information we hold about you and request corrections if necessary. Please contact us in writing to initiate this process.

6. Feedback and Complaints

If you believe your privacy has been breached or mishandled, please contact us. If we are unable to resolve your complaint, you may contact the Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au.

Contact Us:

Peak Clinical Pharmacy Services

Email: pharmacist@peakclinical.com.au

Website: www.peakclinical.com.au

Townsville, QLD

A handwritten signature in black ink that reads "Jennifer Kimber". The script is cursive and fluid.

31/07/2025