

Jervis Bay Health Choices - Personal Information & Privacy Collection Statement (updated 22-7-26)

At Jervis Bay Health Choices, your privacy is important to us. We follow the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles* to ensure your personal and health information is handled safely and respectfully.

What Information We Collect

We collect information needed to provide you with high-quality healthcare, including:

- Your personal details (name, date of birth, contact information, Medicare/DVA details).
- Your medical history, medications, allergies, test results, specialist reports, and information shared during consultations.
- Social and lifestyle information relevant to your care.
- Billing and administrative information.
- Information from other healthcare providers involved in your care.

How We Collect Information

We collect information:

- Directly from you during appointments, forms, telehealth, phone calls, or emails.
- From other healthcare providers, hospitals, pathology and imaging services (with your consent or when clinically required).
- Through our secure practice systems when you book or manage appointments.

Why We Use Your Information

Your information helps us:

- Provide safe, evidence-based care.
- Coordinate care with other health professionals.
- Manage recalls, reminders, and follow-up.
- Process billing and Medicare claims.
- Meet legal and regulatory requirements.
- Improve our services using de-identified data.

We do not use your information for marketing without your consent.

Sharing Your Information

We may share your information with:

- Other treating clinicians (GPs, specialists, allied health).
- Diagnostic services (pathology, imaging).
- Medicare, DVA, and insurers.
- My Health Record (if you use it).

- Government agencies when legally required.

We will not share your information with anyone else unless you consent or the law requires it.

How We Protect Your Information

Your information is stored securely using:

- Encrypted clinical software.
- Secure messaging systems.
- Restricted staff access.
- Locked physical storage.
- Regular cybersecurity processes.

Accessing or Correcting Your Information

You can request access to your health information or ask us to correct it if it is inaccurate or incomplete. Contact: jbhc_reception@outlook.com

Electronic Communication

We may contact you by SMS or email for reminders, results, and follow-up. While we take steps to protect your information, electronic communication carries some risk.

My Health Record

If you have a My Health Record, we may upload or access relevant information. You can opt out or restrict access at any time.

Feedback or Concerns

If you have questions or concerns about how your information is handled, please contact:

Director– Jervis Bay Health Choices Email: jo@jervisbayhealthchoices.com.au

Phone: 0493 262 892

If unresolved, you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.