



Privacy Policy

Introduction

We are committed to protecting the privacy of patient information and to handling patient's personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

Full details of the Australian Privacy Principles are available at: www.oaic.gov.au/resources/agencies-and-organisations/guides/app-quick-reference-tool.pdf
Any enquiries regarding this Policy should be directed to the Practice Management.

This Privacy Policy explains how we collect, use and disclose a patient's personal information, how a patient may access that information and how they may seek the correction of any information. It also explains how complaints can be made regarding a breach of privacy legislation.

This Privacy Policy is current from July 2025. We constantly review our processes to ensure the highest quality of care and occasionally may be required to update our policy, processes and systems in relation to how we handle personal information. We will update this Privacy Policy to reflect any changes. Those changes will be available in the practice.

Collection

We collect information that is necessary and relevant to provide optimal medical care and treatment, and for associated administrative purposes. This information will include name, address, date of birth, gender, health information, family history and contact details. This information is stored on our computer medical records system.

Wherever practicable we will only collect information directly from the patient. However, we may also need to collect information from other sources such as treating specialists, radiologists, pathologists, hospitals and other health care providers.

We collect information in various ways, such as over the phone, in writing, in person within our practice, via our booking engine HotDoc or electronically if you transact with us online. This information may be collected by medical and non-medical staff.

In emergency situations, next of kin and emergency contacts may need to provide additional information.

It is mandatory and a legal requirement to retain medical records for certain periods of time.

Use and Disclosure

A patient's personal information is strictly private and confidential and used or disclosed for purposes directly related to their health care and in ways that are consistent with a patient's expectations. In the interests of the highest quality and continuity of care, this may include sharing information with other health care providers who comprise a patient's health care team. In addition, there are circumstances where we may be required by law to disclose personal information to third parties without consent such as:

- By law – mandatory reporting of some communicable diseases
- Medical indemnity insurance obligations
- Medicare or private health funds if required for billing and rebate purposes
- Professional accreditation and clinical auditing
- Service statistics and administrative improvement

Data Quality and Security

All patient information held within this practice will be maintained to ensure it is accurate, complete, up to date and relevant. For this purpose, staff may ask to confirm contact details and we request updates to information that may be incorrect or out of date.

It is mandatory for the practice to keep medical records for 7 years or until a minor turns 25 years of age. The storage, use and transfer of medical records that are within our custody will be undertaken in a secure manner that protects patient privacy.

Security measures include:

- Locked, alarmed and monitored premises
- Passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure

Transparency

The Age Less Clinic and General Practice has made material available to patients to inform them of our policies regarding the management of their personal information. Upon request, we can further divulge information relevant to the patient and their concerns.

Access and Corrections

Patients are entitled to request access to their medical records. All requests for access should be in writing and directed to the practice Privacy Officer. There may be a fee for the administrative costs of retrieving and providing copies of medical records.

In certain circumstances permitted by law, and based on the professional judgement of the Doctor, access to medical records may be denied and an explanation for this given.

We encourage patients to ensure personal information is correct and up-to-date.

Complaints

We encourage our patients to contact us in writing regarding any concerns. The practice Privacy Officer or principal Doctor will endeavour to resolve concerns and complaints at a local level. If a patient is dissatisfied with any aspect of our Privacy Policy and believe our Practice has not met expectations, complaints can be directed to:

Office of the Australian Information Commissioner (OAIC)

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Overseas Transfer of Data

We will not transfer your personal information to an overseas recipient unless we have your consent or we are required to do so by law.

Contact

Please direct any queries, complaints, requests for access to medical records to:

The Practice Manager, Privacy Officer Gina Romeo on 6288 0514 or via email at management@theagelessgp.com.au