



Central City Medical Centre Privacy Policy

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.

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 who need 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
- Your health record: medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number, Department of Veterans' Affairs number (where available) for identification and claiming purposes
- Healthcare identifiers

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.

How do we collect your personal information?

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

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. Digital information may also be collected through the electronic transfer of prescriptions (eTP) and My Health Record (MHR). We may also, with your specific consent, use cloud-based artificial intelligence software to record a consultation to enable more complete note-taking. The software is fully compliant with Australian Privacy Principles (more details are available at <https://trust.heidihealth.com/>)
4. On occasion, for instance for training purposes or for remote telehealth, consultations may be recorded (audio or visual), and copied/stored securely separate from your health record. Your express separate consent will be sort for this and, if declined, will not impact on your medical care.
5. We may also collect your personal information when you send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
6. 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 whom 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 Australian Privacy Principles and this policy.
- with other healthcare providers such as referral letters to medical specialists (our referrals to specialist use document templates that automatically include items from your health record but your referring GP will decide what is necessary to be included on an individual letter basis)
- 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).

In all cases only relevant necessary information will be shared with all requests being approved by a medical practitioner.

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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms including as paper and electronic records.

Our practice stores all personal information securely. Electronic records are stored in protected information systems with tiered password access (e.g. administration staff can access your demographic details but not your clinical records). Paper records are kept in a secure, locked practice area. All staff receive training in confidentiality and sign a confidentiality agreement, as do any onsite contractors.

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 – please contact the practice for the request form and we will respond within a reasonable time. We charge for provision of records.

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 can make such requests at reception or by email: admin@ccmc.net.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.

Please contact our Practice Manager – Claire Stocks at claires@ccmc.net.au.

Or by phone – (08) 9225-1188.

We will endeavour to get back to you within 5 working days.

All concerns are escalated to our Ethics-Risk Management Committee for review and resolution.

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.

Privacy and our website

We use cookies and similar technologies to collect information about the use of our website www.ccmc.net.au to help create reports and statistics on the performance of the website.

Analytics cookies such as Google Analytics collect information such as your IP address, device type and operating system, referring URLs, location and pages visited. If you don't want google analytics to be used in your browser, you can install the "Google Analytics Opt-Out Browser Add-On" provided by Google <https://tools.google.com/dlpage/gaoptout>

Policy review statement

This policy will be reviewed on at least an annual basis to reflect any changes in our practice procedures or in privacy legislation.

Review Date: September 4, 2025