



Privacy Policy

Introduction

Our privacy policy provides 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 general practitioners (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 information for anything else, we will seek additional consent from you to do this.

Who 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:

- Name(s), date of birth, address(es) and 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, and
- Health fund details

Dealing with us anonymously

It is impractical for this practice to do so.

How do we collect your personal information?

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



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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 through My Health Record (e.g. via Shared Health Summary and Event Summary)
3. We may collect your personal information when you visit our website, send us an email or send us an SMS

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 (e.g. specialists, allied health professionals, hospitals, community health services, 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 and Quality Assurance agencies conducted by professionally trained non-treating GP's and other professionally trained and qualified persons eg. General Practice Managers.
- 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/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
- During the course of providing medical services through My Health Record (e.g. Shared Health Summary or Event Summary)
- Follow up reminder/recall notices for treatment and preventive healthcare delegated personnel or nurses.
- For accounting procedures and the collection of professional fees. (including but not limited to \$50 non- attendance fees and theatre fees.)
- The diagnosis and treatment of any health condition, including the communication of relevant information only, to practice staff, specialists and other healthcare providers to ensure quality care is provided.
- For legal related disclosure as required by a court of law.
- For the purposes of research only where de identified information is used.
- To allow medical students/practice managers and clinical staff to access patient records to participate in medical software training/clinical coaching and teaching.
- For disease notification as required by law.
- For use when seeking treatment by other doctors in this practice.



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- To be placed on national registers (e.g. immunisation data) or state and territory based systems (e.g. cervical screening - pap smears or familial cancer registries).

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 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 provided.

How do we store and protect your personal information?

Your personal information may be stored at our practice in the form of electronic records.

Our practice stores such personal information securely within password-encrypted software in our protected information system. All staff and contractors are familiar with the practice privacy policy and are required to sign a privacy and confidentiality agreement upon commencing employment in line with the *Privacy Act 1988* and the *Australian Privacy Principles*.

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 addressed to our Practice Manager and our practice will respond within thirty (30) days. Please note an administrative fee of \$45 for 1 x patient and \$75 for a family will be applicable should your request for information access be granted.

Our practice will take responsible 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 the **Practice Manager or email us at: reception@mandurahdoctors.com.au**

Document: Mandurah Doctors Privacy Policy

Effective from: 01/06/2026





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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 to the contact details below. We will then attempt to resolve it in accordance with our resolution procedure.

Phone: (08) 9535 8700

Email: reception@mandurahdoctors.com.au

Address: Mandurah Doctors - 6/5 Murdoch Drive. GREENFIELDS WA 6210

Customers Concern Form can be found in Appendix 1 to Policy C 3.1D "Business operation systems-Complaints"

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. Alternatively, contact the Ombudsman for Western Australia via the following details:

Ombudsman Western Australia
PO Box Z5386
St Georges Terrace
PERTH WA 6831
Phone: (08) 9220 7555

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Any government regulation changes or amendments to this policy will be advised to patients by reception upon check-in and will be published in both waiting areas.

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