



Glebe Family Medical Practice Privacy Policy

Current as of January 2025

The objective of this privacy notice is to provide you, our patient, with clear information on how your personal information is collected and used within the practice and the circumstances of which it may be shared with third parties. This policy outlines when, how, and why your information may be shared.

1. Who can I contact about this policy?

For enquiries concerning this policy, please advise our administration team either via email reception@gfmp.com.au or phone call 02 9660 8399 who can assist you in arranging a time to discuss with our practice manager.

2. When and why is your consent necessary?

When you register as a patient of this practice, you provide consent for our GPs and practice staff to access and use your personal information to facilitate the delivery of healthcare. Access is restricted to practice team members who require it for your care. If we ever use your personal information for purposes other than healthcare provision, we will obtain additional consent from you.

3. Why do we collect, use, store, and share your personal information?

The practice collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

4. What personal information is collected?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medicines, allergies, and adverse reactions immunisations, social history, family history and risk factors
- Medicare and healthcare identifier number (where available) for identification and claiming purposes

5. Can you deal with us anonymously?

You can 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.



6. How is personal information collected?

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

1. When you make your first appointment, the practice team 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. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
4. We may document necessary information when you send us an email or SMS, telephone us, or make an online appointment.
5. 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 (where relevant).
 - While providing medical services, further personal information may be collected via:
 - Electronic prescribing
 - My Health Record
 - Online appointments.

We will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes.

7. When, why and with whom do we share your personal information?

We sometimes share your personal information:

- With third parties for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- With other healthcare providers (e.g. In referral letters)
- When it is required or authorised by law (e.g. court orders or 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 it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- When it is provision of medical services, through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

The practice will not use your personal information for marketing any goods or services directly to you without your expressed consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team

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 reception staff know if you do not want your information included.

8. How are document automation technologies used?

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare. These document automation technologies are used through our secure medical software Best Practice. All users of this software have their own unique user credentials and password and each user is granted authorisation accordingly to their role and responsibilities. We ensure your privacy is our utmost concern at all times.

Electronic documents drafted by this practice such as referrals utilise document automation technologies to assist our systems and workflows. Document automation technologies our practice implements are established through our selected secure medical software built-in word processor, the built-in word processor allows our practice to set up automated simple and computed variables, these automated variables are set up to strictly disclose relevant medical information related to the medical treatments required in these documents.

These documents contain only your relevant medical information.

The practice complies with the Australian privacy legislation and APPs to protect your information.

All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners [Privacy and managing health information guidance](#).

9. How is your personal information stored and protected?

In NSW, medical practitioners are required to retain patients' records for a least seven years from the date of the last entry. If a patient was younger than 18 at the date of the last entry, the records must be kept until the patient turns 25.

We securely store medical records electronically through software Best Practice as outlined above. Personal information that we hold is protected by securing our premises, placing passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification and disclosure. As well as providing locked cupboards and rooms for any storage of physical records.



10. How can you access and correct your personal information at the practice?

You have the right to request access to, and correction of, your personal information.

We require you to put this request in writing and provide a valid ID to verify your identity. We do not store any copies of identification provided. There is an administrative fee of \$30.00 for retrieving and providing you with copies of your 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.

11. How can you lodge a privacy-related complaint, and how will the complaint be handled at the practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing or in person to our practice manager. Please send an enquiry to our reception team via reception@gfmp.com.au or phone 02 9660 8399, we will then attempt to resolve it in accordance with our resolution procedure.

Furthermore on our website available you may provide anonymous feedback if you do not wish to be identified when lodging your complaint.

If you do not feel we have resolved your issue You may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give them time to respond before they investigate. For further information visit www.oaic.gov.au or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

12. Policy review statement

Our privacy policy is reviewed annually to ensure compliance with current obligations.

- Significant changes may be communicated directly to patients via email or other means.
- Please check the policy periodically for updates. If you have any questions, feel free to contact us.