



**Dr Dan's Medical Clinic**  
90 Main Road, Monbulk Vic 3793  
**Mailing Address:** Po Box 420, Monbulk Vic 3793  
**Phone:** 8680 3845 **Fax:** 9569 3544  
**Website:** [www.drdansmedicalclinic.com.au](http://www.drdansmedicalclinic.com.au)  
**Email:** [reception@drdansmedicalclinic.com.au](mailto:reception@drdansmedicalclinic.com.au)  
**Facebook:** Dr Dan's Medical Clinic  
ABN 57 739 939 072

## Dr Dan's Medical Clinic - 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
- 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
- concession card details (Health Care Card, Pension Card, etc.), and
- Health fund details.

### 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.



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## 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. Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g. via Shared Health Summary, Event Summary.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. 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 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 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).

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.



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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 organizations to improve population health outcomes (such as the Eastern Melbourne Primary Health Network EMPHN). 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 for example: paper records, electronic records, visual records (X-rays, CT scans, videos and photos) and audio recordings.

Our practice stores all personal information securely. Personal information stored in electronic format is protected by passwords, firewalls and backed up servers stored in a secure location. All personal information stored as hard copy format is scanned into our record systems and is then disposed of (shredded) through our document security bin provider who securely disposes of all information. All staff sign and are aware of our confidentiality agreement regarding all personal information that comes into the clinic.

## 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 by emailing the Practice Manager: [practicemanager@drdanmedicalclinic.com.au](mailto:practicemanager@drdanmedicalclinic.com.au) and our practice will respond within 30 days.

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 should make such requests preferably in writing by emailing the Practice Manager: [practicemanager@drdanmedicalclinic.com.au](mailto:practicemanager@drdanmedicalclinic.com.au) Alternatively, when you call or attend the clinic you may notify reception staff of updates (spelling errors, change of address, new Medicare card number etc.). The staff will ask you to verify your identify to ensure the correct record is being updated by asking you questions such as: what is your full name, address on file, date of birth, Medicare card number on file or contact phone number on file.



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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. We will then attempt to resolve it in accordance with our resolution procedure. Our privacy related complaints should be addressed to the Practice Manager. Please email any privacy related complaints to: [practicemanager@drdansmedicalclinic.com.au](mailto:practicemanager@drdansmedicalclinic.com.au)

You may also contact the Office of Australian Information Commissioner (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](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

## Privacy and our website

We do not and will not collect or disclose your personal information via our Facebook page or website (except in circumstances permitted by law). Our website does not enable viewers to provide their personal information on the website. However, it is important you are aware that when you access, 'Like' or 'subscribe' to our Facebook page, your profile and personal information may be visible to anyone else who accesses our Facebook page. It is important you are aware that Facebook may have their own privacy policy regulations regarding the use of their platform.

## Privacy and online bookings

*This section only applies when our online booking service is available to patients. The safety of our patients and staff is of paramount importance and due to the COVID pandemic,*

Our website provides a link (via a booking button you can click on) to our online booking platform provided by our online booking provider; Health Engine, Health Engine enables patients to book appointments online through their website or mobile App. Health Engine have their own privacy policy relating to the services they provide to users and the security of information on their website and mobile App.

*You can view their privacy policy by going to: <https://practices.healthengine.com.au/privacy-policy/>*

Patient information provided on the Health Engine website or mobile App is not accessible or visible whilst visiting our practice's website. Health Engine has strict security measures in place to ensure the security of personally identifiable information when using their website or mobile App and details relating to these security measures can be viewed on their privacy policy. Dr Dan's Medical Clinic accepts no responsibility for the security of information held on Health Engine's website or mobile App.

## Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We review our policies as necessary (when changes occur) or at least annually.