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Patient Privacy Notice

Effective Date: August 2025

Contact: support@healthspan-gp.com.au | 08 8332 2272

Our Commitment to Privacy

HealthSpan General Practice is committed to protecting the privacy of our patients, families, and partners. We comply with the **Australian Privacy Principles (APPs)** under the **Privacy Act 1988**, ensuring personal information is handled securely, respectfully, and transparently.

Why We Collect Your Information

We collect your personal information to provide you with high-quality healthcare services. This includes:

- Your name, date of birth, address, contact details
- Medical history, medications, allergies, immunisations, family and social history
- Medicare number, healthcare identifiers, and health fund details

How We Collect Information

We may collect information:

- Directly from you during registration, consultations, or communications
- From other healthcare providers involved in your care (e.g. specialists, hospitals, allied health)
- From your guardian or responsible person, if applicable

Use and Disclosure of Information

Your information is used to:

- Provide medical care and treatment
- Communicate with other healthcare providers
- Process Medicare and insurance claims
- Support quality improvement and clinical audits (using de-identified data)

We may disclose your information:

- To other healthcare providers involved in your care
- To third parties for business support (e.g. IT providers, accreditation bodies) under strict confidentiality
- When required by law (e.g. court orders, public health reporting)
- To prevent serious threats to life, health, or safety
- For confidential dispute resolution processes

We will not share your information outside Australia without your consent unless legally required.

Storage and Security

Your information is stored securely in both electronic and paper formats. We use:

- Password-protected systems
- Secure filing and storage
- Confidentiality agreements for staff and contractors

Access and Correction

You have the right to access and correct your personal information. Requests must be made in writing and will be responded to within a reasonable timeframe (typically 30 days). A small administrative fee may apply.

Anonymity

You may choose to remain anonymous or use a pseudonym when interacting with our clinic, unless it is impractical or legally required to identify you.

Complaints

If you have concerns about how your information is handled, please contact our Business Manager in writing. We will respond promptly in accordance with our complaints procedure. If you are not satisfied with our response, you may contact the **Health & Community Services Complaints Commissioner** at (08) 8226 8666 or visit Level 4 East Wing, 50 Grenfell Street, Adelaide.

Policy Availability and Updates

This privacy notice is available on our website and provided to all new patients upon registration. We review it regularly to ensure compliance with current laws and standards. You will be notified of any significant changes.