

Total Wellbeing Medical Suites Privacy Policy

Current as of: 21 August, 2025

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 (eg 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
- 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.

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. Please be aware that this practice participates in e-Health services: electronic transfer of prescriptions (eTP), My Health Record, Shared Health Summary, Event Summary. You may specify to the treating GP if you do not wish your information to be shared via these services.
3. We may also collect your personal information when you send us an email, 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 (eg 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg 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.

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.

How do we store and protect your personal information?

Your personal information may be stored at our practice as electronic records. Visual records (X-rays, CT scans, videos and photos) are converted to electronic records.

Our practice stores all personal information securely. No hard copy records are kept or stored. Access to electronic records is via passworded computers, access to the database is by individual password and further restricted by levels of access granted to each user. All staff and contractors are required to sign and abide by confidentiality agreements.

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 The Practice Manager and our practice will respond within a reasonable time (30 days). A fee for the retrieval and copying of your medical record may apply, charged in accordance with the schedule of fees specified in the Health Records Regulations, plus GST. This fee is not redeemable through Medicare. If you consider the information we hold about you is incorrect, please contact the Practice in writing. You have the right to have any incorrect information corrected.

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 in writing to the Practice Manager, Ben Brouwer at management@totalwellbeing.com.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, addressed to the Practice Manager, Ben. We will acknowledge receipt of correspondence asap but within 30 days of receipt. We will then attempt to resolve it in accordance with our resolution procedure.

However, should you be dissatisfied with our response, 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 .

Other avenues are:

Victorian Privacy Commissioner at 10-16 Queen Street Melbourne VIC 3000 <https://www.privacy.vic.gov.au>

Health Complaints Commissioner Victoria Ph: 1300 582 113

Australian Information Commissioner Level 3, 175 Pitt St, Sydney NSW 2000 Ph: 1300 363 992

If you have further queries regarding our Practice's privacy policy, please contact our practice manager who will be happy to discuss any matters with you Ph: 9066 1145 or email: management@totalwellbeing.com.au

Policy review statement

This privacy policy will be reviewed annually to ensure it is in accordance with any changes that may occur.