



## MarvieCare Medical Centre

📍 8C Chapman Rd, Geraldton WA 6530  
☎ (08)99991977 - (08)99991982  
📠 (08) 61867010  
✉ info@marviecare.com.au  
🌐 www.MarvieCare.com.au

## Marviecare Medical Centre - Privacy Policy

### Our Commitment to Your Privacy

Marviecare Medical Centre is committed to protecting the privacy of our patients' personal information and to handling your personal information in a responsible manner in accordance with the *Privacy Act 1988 (Cth)* (the Act), the Australian Privacy Principles (APPs), and relevant State and Territory privacy legislation, including the *Health Records and Information Privacy Act 2002 (NSW)* (as an example of state-based legislation, though WA specific acts should be primarily considered if applicable for health records beyond the Commonwealth Act). This policy is designed to comply with the RACGP Standards for general practices (5th edition).

This policy outlines how we collect, use, disclose, and store your personal and health information, and how you can access and correct your information or make a privacy complaint.

**Date of Last Review: May 28, 2025,    ➔    Next Review Date: May 28, 2026**

### 1. What is "Personal Information" and "Health Information"?

- **Personal Information:** Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. Examples include your name, address, date of birth, and contact details.
- **Health Information:** This is a subset of personal information and includes information or an opinion about:
  - The health or a disability (at any time) of an individual.
  - An individual's expressed wishes about the future provision of health services to them.

- A health service provided, or to be provided, to an individual.
- Other personal information collected to provide, or in providing, a health service.
- Other personal information about an individual collected in connection with the donation, or intended donation, by the individual of their body parts, organs or body substances.
- Genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.

## *2. Collection of Your Information:*

Marviecare Medical Centre collects personal and health information for the primary purpose of providing quality healthcare services to you.

What information we collect: We will collect information such as:

- Your name, address, date of birth, contact details (phone, email).
- Medicare number, DVA number, pension or health care card details.
- Medical history, including past illnesses, medications, allergies, adverse events, immunisations, social history, family history, and risk factors.
- Notes made by your doctor, nurse, or other healthcare professionals during consultations.
- Referral letters to and from other health service providers.
- Test results and reports (e.g., pathology, radiology).
- Billing and account details.

How we collect information:

- Directly from you: We will primarily collect information directly from you when you fill out patient forms, during consultations, or when you communicate with us via phone, email, or our website.
- From third parties: With your consent, or where otherwise permitted by law, we may also collect information from:
- Other healthcare providers involved in your care (e.g., specialists, hospitals, allied health professionals).

- A responsible person (e.g., parent, guardian, carer) if you are unable to provide it yourself.
- My Health Record (if you have one and have given us access).
- Government agencies such as Medicare, Department of Veterans' Affairs.
- Through our website: If you use our website, we may collect information through cookies or analytics.

You have the right to deal with us anonymously or under a pseudonym in certain circumstances (e.g., for general inquiries). However, for the provision of medical care, we will require your personal details.

### *3. Use and Disclosure of your Information:*

Your personal and health information will be used or disclosed for purposes directly related to your healthcare and for purposes you would reasonably expect. This includes:

- Providing healthcare.
- For the diagnosis and treatment of your medical conditions.
- To communicate with you about your health and care.
- To refer you to other healthcare providers (e.g., specialists, hospitals, allied health) with your consent.
- To liaise with other healthcare providers involved in your ongoing care.
- To include in a recall or reminder system for preventative health checks or follow-up appointments.
- For inclusion in your My Health Record (if you have one and consent).
- Administrative and billing purposes:
  - To manage your appointments.
  - For billing, processing payments, and Medicare/health fund claims.
  - For practice audits and accreditation to maintain quality standards (information is de-identified where possible).
  - For staff training (information is de-identified where possible).
- Legal and regulatory requirements:

- To comply with our legal obligations (e.g., mandatory reporting of certain diseases, responding to subpoenas or court orders).
- For public health purposes (e.g., pandemic management) as required or authorised by law.
- Other uses and disclosures:
- We will not use or disclose your health information for any other purpose unless:
- You have consented.
- The other purpose is directly related to the primary purpose of collection, and you would reasonably expect us to use or disclose the information for that secondary purpose.
- It is required or authorised by law.
- It is necessary to lessen or prevent a serious threat to a patient's life, health, or safety, or to public health and safety, and it is unreasonable or impracticable to obtain your consent.
- For research or statistical purposes, in a de-identified format, with ethics approval where required.

#### Disclosure to Overseas Recipients:

Marviecare Medical Centre does not typically disclose personal health information to overseas recipients. If, in rare circumstances, your information needs to be shared with an overseas entity (e.g., if you are receiving treatment overseas and your records are requested with your consent), we will take reasonable steps to ensure that the overseas recipient will handle your information in accordance with the Australian Privacy Principles, or we will obtain your explicit consent. We will inform you if such a disclosure is likely.

#### ***4. Data Quality and Security:***

We take reasonable steps to ensure that your personal and health information is accurate, complete, up-to-date, and relevant. We request that you keep us informed of any changes to your details.

We are committed to protecting your information from misuse, interference, loss, and from unauthorised access, modification, or disclosure. This includes:

- Physical security: Securing paper records in locked cabinets or secure areas.
- Electronic security: Using password-protected computers, secure networks, firewalls, and data encryption. Regular backups of electronic data are performed.
- Staff training: Our staff are trained in their obligations regarding the privacy and security of patient information.
- Access controls: Limiting access to your information to authorised personnel only.
- Destruction of records: Securely destroying or de-identifying information when it is no longer needed, in accordance with health record retention laws.
- Access to Your Health Information

You have the right to request access to the personal and health information we hold about you.

- How to request access: Please make your request in writing to our Practice Manager (contact details below). We may ask you to complete a request form and provide proof of your identity.
- Timeframe: We will respond to your request within a reasonable period, usually within 30 days.
- Fees: A reasonable fee may be charged for providing access, covering costs such as staff time, photocopying, and postage. We will inform you of any applicable fees before proceeding.
- Refusal of access: In some circumstances, we may refuse access if required or permitted by law (e.g., if access would pose a serious threat to the life, health, or safety of any individual, or to public health or public safety, or if access would have an unreasonable impact on the privacy of other individuals). If we refuse access, we will provide you with a written reason.

## **6. Correction of Your Health Information:**

We aim to ensure your information is accurate and up to date. If you believe any information, we hold about you is incorrect, incomplete, or out-of-date, you have the right to request that it be corrected.

- How to request correction: Please make your request in writing to our Practice Manager.
- Our response: We will take reasonable steps to correct the information if we are satisfied it is inaccurate. If we do not agree that the information is incorrect, we will inform you and add a statement to your record noting your disagreement.
- Making a Privacy Complaint

If you have concerns about how we have handled your personal or health information or believe there has been a breach of the Australian Privacy Principles, please contact us.

## **7. How to make a complaint:**

1. Please lodge your complaint in writing to our Practice Manager (details below).
2. Provide as much detail as possible about your complaint.
3. We will acknowledge receipt of your complaint within 7 days.
4. We will investigate the complaint and aim to provide a written response within 30 days, outlining the actions we will take.

### **Practice Manager Contact Details:**

Marviecare Medical Centre

[8C Chapman Rd, Geraldton, WA 6530]

Phone: (08)9999 1977

Email: [manager@marviecare.com.au](mailto:manager@marviecare.com.au)

- If you are not satisfied with our response: You can escalate your complaint to the Office of the Australian Information Commissioner (OAIC) or the relevant state-based authority:

Office of the Australian Information Commissioner (OAIC)

GPO Box 5218, Sydney NSW 2001

Phone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Health and Disability Services Complaints Office (HaDSCO) - Western Australia

GPO Box B61, Perth WA 6838

Phone: (08) 6551 7600 or 1800 813 583 (country free call)

Website: [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

#### ***8. Availability of this Policy:***

This Privacy Policy is available:

- As a handout from our reception staff upon request.
- On our practice website at [www.marviecare.com.au](http://www.marviecare.com.au)

#### ***9. Policy Review:***

This Privacy Policy will be reviewed regularly (at least annually) and updated as required to ensure it remains current with legal requirements and best practice standards.

Next Review Date: May 28, 2026

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