



## Table of Content

<b>Your Privacy Matters to Us</b>	<b>1</b>
<b>SECTION 1 – INTRODUCTION</b>	<b>1</b>
1.1 Introduction	1
1.2 Purpose	2
1.3 Use and Disclosure	2
1.4 Third-Party Disclosures	3
1.5 Why do we collect, use, hold, and share your personal information?	3
1.6 How do we store and protect your personal information?	3
1.7 Accessing and Correcting Personal Information	4
1.8 Collection of Personal Information	4
1.9 Complaints and Dispute Resolution	5
1.10 Privacy and Young Persons	6
1.11 Third-Party Systems and Online Tools	6
<b>SECTION 2 – GOVERNANCE</b>	<b>6</b>
2.1 Policy Review Statement	6
2.2 Governance and Accountability	7
<b>SECTION 3: ADDITIONAL APPENDICES</b>	<b>7</b>
Appendix A: Legislative References	7
Appendix B: Contact Information	7
Appendix C: Useful Links	7

### **Your Privacy Matters to Us**

At Mediq Broadmeadows, we are committed to protecting your personal and health information. This Privacy Policy explains how we handle your information in accordance with Australian privacy laws and healthcare standards.

### **SECTION 1 – INTRODUCTION**

#### **1.1 Introduction**

This privacy policy provides detailed information to you, our patient, on how your personal information (including your health information) is collected, used, held, and shared within our

practice, **Mediq Broadmeadows**. It also outlines the circumstances in which your information may be disclosed to third parties and ensures compliance with all relevant legislation and standards.

---

## 1.2 Purpose

Our clinic is committed to protecting your privacy and managing your personal information responsibly in alignment with the following standards and legislation:

- **Privacy Act 1988 (Cth)**
- **Privacy Amendment (Enhancing Privacy Protection) Act 2012**
- **Australian Privacy Principles (APPs)**
- **RACGP Standards for General Practices, 5th Edition**
- Relevant state and territory privacy laws

This Privacy Policy explains:

1. How we collect, use, and disclose your personal information.
  2. Your rights to access, update, or correct your information.
  3. How to make a privacy-related complaint and how it will be managed.
  4. Measures in place to protect the security and confidentiality of your information.
- 

## 1.3 Use and Disclosure

### Why and when your consent is necessary

When you register as a patient of **Mediq Broadmeadows**, you provide consent for our GPs and practice staff to access and use your personal information for healthcare purposes. Only authorised staff who require access to your information to provide care will have access to it. Role-based access permissions are implemented to ensure that staff can only access the information necessary for their specific duties. Additionally, audit trails are maintained to monitor and review any access to sensitive information, ensuring accountability and compliance with privacy standards. If we need to use your information for purposes outside of your care and treatment, we will seek additional consent from you.

Your personal information will only be used or disclosed in the following ways:

1. **For Your Healthcare:**
  - Sharing medical history and test results with specialists, allied health professionals, or other healthcare providers directly involved in your care.
  - Sending prescriptions through the Electronic Transfer of Prescriptions (eTP) system.
2. **For Legal and Compliance Reasons:**

- Disclosing information when required by law (e.g., court orders, Medicare audits).
- Meeting mandatory public health reporting requirements for certain diseases or conditions.

**3. For Operational and Administrative Purposes:**

- Processing Medicare or private insurance claims.
- Ensuring compliance with RACGP accreditation and audit requirements.
- Conducting de-identified data analysis for research or quality improvement initiatives, such as evaluating trends in chronic disease management, assessing the effectiveness of preventive care programs, or improving patient recall systems.

**1.4 Third-Party Disclosures**

We may disclose your personal information to:

- Government agencies (e.g., Medicare, Department of Health), ensuring compliance with applicable data sharing laws and privacy standards.
- IT service providers and accreditation agencies (all bound by confidentiality agreements and required to adhere to data protection regulations).
- Debt collection agencies, when necessary, with strict controls to limit information to what is required.
- Emergency services during critical situations where obtaining consent is impractical.
- Research bodies, ensuring all data shared is de-identified and aligns with privacy and ethical research standards.

We will not share your personal information for marketing purposes without your explicit consent.

**1.5 Why do we collect, use, hold, and share your personal information?**

We collect your personal information to:

- Provide high-quality healthcare tailored to your needs.
- Assist with administrative tasks such as billing and claims management.
- Support practice operations, including staff training and accreditation activities.
- Meet legal and regulatory requirements, including mandatory notifications.

**1.6 How do we store and protect your personal information?**

**Storage Systems**

- **Electronic Records:** Personal information is securely stored in password-protected clinical software with audit logs to track access and modifications. Security protocols are reviewed and updated quarterly to ensure they align with the latest industry standards and best practices.
- **Paper Records:** Any remaining paper records are digitized and securely destroyed using approved shredding services.
- **My Health Record Integration:** We adhere to Australian Digital Health Agency guidelines when accessing or uploading information to My Health Record.

### Security Measures

- Implementing role-based access control to ensure staff only access data necessary for their role.
- Regularly updating passwords and using multi-factor authentication where available.
- Training staff on privacy, security protocols, and breach management procedures.
- Conducting regular audits of security systems and information access logs.

### Physical Security

- Secured premises with restricted access to file storage areas.
- Confidentiality agreements signed by all employees and contractors.

## 1.7 Accessing and Correcting Personal Information

### Access Requests

You may access your health information by submitting a written request to our Practice Manager. Requests will be processed within 30 days unless exceptional circumstances arise. Exceptional circumstances may include situations where additional information is required from external sources, complex cases involving multiple parties, or unavoidable delays due to unforeseen events such as natural disasters or technical system failures. In such cases, patients will be promptly notified of the delay through email, phone calls, or written correspondence, and provided with an updated timeframe for resolution. Patients will be informed of any delays and the anticipated timeframe for resolution. Fees may apply for document retrieval, printing, or postage.

### Corrections

If you believe any information, we hold is incorrect, incomplete, or out of date, you can request corrections by contacting our Practice Manager in writing. We will respond to your request within a reasonable timeframe and take appropriate steps to update the information.

## 1.8 Collection of Personal Information

### What We Collect

We collect the following types of personal information:

- Contact details (e.g., name, address, phone number, email).
- Demographic details (e.g., date of birth, gender).
- Medical history, current medications, allergies, and test results.
- Medicare and private health insurance details.
- Payment information, including credit card details if necessary.

## How We Collect Information

### 1. Directly from You:

- During consultations.
- Through registration forms, phone calls, emails, or online bookings.

### 2. From Other Sources:

- Referrals or correspondence from specialists and hospitals.
- Diagnostic results from pathology or radiology providers.
- Information from Medicare, DVA, or private insurers.

### 3. In Emergency Situations:

- From family members, carers, or emergency contacts if you are unable to provide information.

---

## 1.9 Complaints and Dispute Resolution

### How to Lodge a Complaint or Provide Feedback

Mediq Broadmeadows encourages all patients to provide feedback or lodge complaints to help us improve our services. You can:

- Complete a **Feedback or Complaint Form** available in the clinic waiting room
- Submit feedback through our website at: [www.mediqcentre.com.au](http://www.mediqcentre.com.au)
- Submit a written complaint to our Practice Manager
- Send an email to: **mediqb@gmail.com**
- Use the anonymous feedback box in the waiting area

We respect your right to express concerns without fear of discrimination or compromised care.

If you feel that your complaint has not been adequately addressed, you may escalate it by lodging a formal complaint with the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au) or by calling 1300 363 992.

### **Our Complaint Process**

1. **Acknowledgment:** Upon receiving a complaint, we will acknowledge it in writing within five business days.
2. **Investigation:** The Practice Manager will review the complaint, consult with staff as needed, and gather relevant documentation.
3. **Resolution Proposal:** A written response with proposed actions or resolution will be provided within 30 days.
4. **Corrective Actions:** If a breach or issue is confirmed, we will take corrective action promptly.
5. **Feedback and Closure:** Once resolved, we will notify the patient with a summary of actions taken.
6. **Documentation:** All complaints and outcomes are documented for internal quality improvement.

### **Notifiable Data Breach (NDB) Statement**

If a privacy breach involving your personal information occurs and is likely to cause serious harm, we will notify you as soon as practicable in accordance with the Notifiable Data Breaches scheme (NDB).

---

#### **1.10 Privacy and Young Persons**

For patients under the age of 18, we may collect health information from a parent or legal guardian where appropriate. However, if a minor is assessed as a mature minor, they may consent to their own treatment and their privacy will be respected accordingly in line with Australian privacy law and ethical care guidelines.

---

#### **1.11 Third-Party Systems and Online Tools**

Mediq Broadmeadows uses secure third-party systems such as online booking platforms and secure messaging services to support care delivery. These providers are required to comply with Australian privacy legislation and have signed formal confidentiality agreements. We do not use your personal information for marketing purposes unless you have provided explicit consent.

If our website uses cookies, analytics tools, or online forms, we will only collect the minimum data required to improve service delivery and never share this information with third parties for promotional use.

---

## **SECTION 2 – GOVERNANCE**

### **2.1 Policy Review Statement**

This privacy policy will be reviewed regularly to ensure it remains in accordance with legislative updates and changes in practice procedures. Updates will be made as required, and a current version will always be available for patients at Reception and on our website.

### **2.2 Governance and Accountability**

- **Policy Administrator:** Practice Manager.
- **Approved By:** Practice Principal.
- This Privacy Policy is reviewed annually. Last updated: 24 July 2025.

## **SECTION 3: ADDITIONAL APPENDICES**

### **Appendix A: Legislative References**

- Privacy Act 1988 (Cth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (APPs)
- RACGP Standards for General Practices, 5th Edition

### **Appendix B: Contact Information**

- **Practice Address:** Mediq Broadmeadows, 25 Olsen Place Broadmeadows, VIC 3047
- **Email:** [mediqb@gmail.com](mailto:mediqb@gmail.com)
- **Phone:** 03 9309 2088
- **Fax:** 03 9309 2066
- **Website:** [www.mediqcentre.com.au](http://www.mediqcentre.com.au)

## Appendix C: Useful Links

- **Office of the Australian Information Commissioner (OAIC)**  
[www.oaic.gov.au](http://www.oaic.gov.au)
- **Cold Chain Management Education Package – Victorian Department of Health**  
<https://www.health.vic.gov.au/immunisation/cold-chain-management-education-package>
- **My Health Record Security Guidelines – Australian Digital Health Agency**  
<https://www.digitalhealth.gov.au>