



LEADING EDGE FAMILY MEDICINE AND SKIN CANCER 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. This practice complies with federal and NSW State privacy regulations including the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012, as well as complying with standards set out in the RACGP Handbook for the management of health information in general practice (3rd edition). Every member of the practice team is aware of our Privacy Policy and has signed a privacy statement as part of their terms and conditions of employment or contract. This privacy statement continues to be binding even after the employment or contract has terminated.

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:

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information. We may also access personal information from your MyHealthRecord if authorised to do so.
- We may also collect your personal information when you send us an SMS, telephone us, make an online appointment or communicate with us using social media. Please note we do not communicate with patients via email due to the security risks to your private and confidential information.
- 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 MyHealth 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.

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?

Our practice stores all personal information securely in electronic format, in protected information systems. All our staff members use passwords which are changed regularly, and sign 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 and present to us at reception to make your request and our practice will respond within 30 days. We do not charge a fee for health summaries, however if you do want a copy of everything fees may apply. Please ask our receptionist regarding costs when you make your request.

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 reception staff on 02 4557 2764 or via email at leadingedge.windsor@gmail.com.

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. Please forward all complaints to reception@leadingedgewindsor.com.au or mail and address them to our clinic. You must include your mailing address and contact number. Your requests and complaints will be treated confidentially. Our practice representative will contact you within a reasonable time after receipt of your complaint to discuss your concerns and your options. You may also contact the OAIC at www.oaic.gov.au 1300 363 992. You could also contact the NSW Health Care Commission on [1800 043 159](tel:1800043159).

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur and a copy will be made available to all our patients at our practice.

Document Title: Privacy Policy

Reviewed by: Emma Shayler

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