

Privacy Policy

York Street General Practice

Purpose

York Street General Practice is committed to protecting the privacy and confidentiality of your personal and health information. This Privacy Policy outlines how we collect, use, store, and disclose your information in accordance with the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles (APPs), and relevant healthcare standards.

What Information We Collect

We collect personal information that is necessary to provide you with high-quality healthcare services. This may include:

- Your name, date of birth, address, and contact details
- Medicare number, health fund details, and billing information
- Medical history, medications, allergies, immunisations, and test results
- Family and social history relevant to your care
- Information provided by other healthcare providers, specialists, or hospitals

We may also collect administrative information related to appointments, accounts, and communication preferences.

How We Collect Information

We collect your information in a number of ways, including:

- When you register as a patient or complete forms
- During consultations (in person, telephone, or telehealth)
- Through our website, email, or online booking systems
- From other healthcare providers involved in your care
- From third parties such as Medicare, hospitals, or allied health professionals

Where possible, we will collect information directly from you.

Why We Collect, Use and Share Information

Your information is collected to support your ongoing care and the operation of our practice. This includes:

- Providing diagnosis, treatment, and ongoing healthcare
- Communicating with you about your care, appointments, and results
- Managing billing, Medicare claims, and administrative processes
- Coordinating care with specialists, hospitals, and allied health providers
- Meeting legal, regulatory, and accreditation requirements

We may disclose your information to relevant healthcare providers, pathology and radiology services, Medicare, and other organisations where required for your care or by law.

Consent

By registering as a patient of York Street General Practice, you provide implied consent for our clinicians and staff to access and use your personal information for the purpose of providing healthcare. Where appropriate, we will seek your express consent before sharing information outside of your direct care.

You have the right to withdraw or limit your consent at any time, subject to legal or clinical requirements.

How We Store and Protect Your Information

We take all reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure.

Your information is stored securely in electronic medical record systems and, where applicable, in physical files. Security measures include password protection, secure servers, access controls, and staff confidentiality agreements.

Accessing Your Information

You have the right to request access to your personal health information. Requests can be made in writing to the practice.

We will respond within a reasonable timeframe and may charge an administrative fee where permitted. In some circumstances, access may be limited in accordance with legal requirements.

Correcting Your Information

We take reasonable steps to ensure your information is accurate and up to date. If you believe any information we hold is incorrect or incomplete, please notify us and we will update your records where appropriate.

Website and Online Services

Our website may collect limited personal information such as contact details when you submit enquiries or book appointments online.

We may also collect non-identifiable information such as website usage data (e.g., cookies) to improve our services. This information does not identify you personally.

Email and Electronic Communication

While we take care to protect your privacy, electronic communication such as email and SMS may not be fully secure. These methods are generally used for non-urgent or administrative purposes unless secure systems are in place.

Data Breaches

In the event of a data breach that is likely to result in serious harm, we will take immediate steps to contain the breach and notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required under the Notifiable Data Breaches scheme.

Complaints

If you have concerns about your privacy or how your information has been handled, please contact our Practice Manager.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Contact Us

York Street General Practice
53 York Street, East Gosford, NSW 2250
02 4311 5454
admin@yorkstreetgp.com.au

Policy Review

This Privacy Policy is reviewed regularly to ensure it remains current and compliant with legislative and accreditation requirements.