

## **Privacy Policy – abbreviated version.**

(Detailed version is available from practice reception)

### **Our Commitment to Your Privacy**

At James St Medical Northbridge, we take your privacy seriously. We collect your personal and health information to provide you with safe, high-quality medical care. We comply with the Privacy Act 1988, the Australian Privacy Principles, RACGP Standards for General Practices and WA Health requirements. This policy explains what information we collect, how we use it, how we protect it and what your rights are.

### **What Information We Collect**

We collect information that helps us understand your health needs and provide care. This includes your name, date of birth, address, contact details, Medicare/DVA numbers and concession details. We also collect medical information such as your medical history, allergies, medications, immunisation history, test results, treatment plans and letters from specialists or hospitals.

We collect administrative information as well, such as billing records, appointment history and correspondence. Some information comes from you directly, while other information may come from hospitals, specialists, allied health providers, pathology services or My Health Record (if you have given consent).

### **Why We Collect Your Information**

We use your information to provide medical care, manage your health, coordinate referrals, send reminders and process Medicare or DVA claims. We may also use your information to improve our services through quality checks or audits but this is de-identified wherever possible.

We only use your information for the purpose it was collected unless a law allows us to use it for something else. We will not share your information with family, friends, employers or anyone else without your permission unless legally required.

### **How We Protect Your Information**

Your information is stored securely in encrypted clinical software. Only authorised staff can access your record and each person uses a unique login. Screens are locked when unattended and consultation rooms and administrative areas are kept secure.

We keep paper records to a minimum and store them in locked areas. When records are no longer required, we destroy them using secure methods. Portable devices such as laptops follow strict security rules and patient information is never saved on personal devices. We also ensure information cannot be viewed by the public in waiting rooms, reception areas or shared spaces.

### **Email, SMS and Telehealth Communication**

We sometimes communicate with you by email, SMS or telehealth.

Email is not always secure, so we only send clinical information this way if you have given your consent. Sensitive documents may be password-protected. SMS may be used for reminders, recalls or general updates and you may opt out at any time. Telehealth consultations are conducted through secure platforms and documented just like in-person appointments.

### **Who We Share Your Information With**

We may share your information with other healthcare providers involved in your care such as specialists, hospitals, allied health professionals, pathology or imaging services. We may also share information with Medicare or DVA for claiming purposes or with government agencies when required by law (such as mandatory disease notifications).

We do not share your information with anyone else unless you give written consent or unless we are legally required to disclose it. We do not send your information overseas without your permission.

### **Accessing and Updating Your Information**

You have the right to request access to your medical record or ask us to correct information that is wrong or incomplete. Requests should be made in writing and we will respond within a reasonable timeframe. Fees may apply for large or complex requests.

### **How Long We Keep Your Records**

We keep:

- Adult records for at least seven years from the last visit.
- Children's records until the patient turns twenty-five.
- Records of deceased patients for at least seven years or longer if clinically or legally required.

Once records can legally be destroyed, they are disposed of securely.

### **Data Breaches**

If your information is lost, accessed or disclosed in a way that could cause serious harm, we follow the Notifiable Data Breaches Scheme. We will notify you as soon as possible, inform the Office of the Australian Information Commissioner (OAIC) and take immediate action to reduce any risks.

### **How to Raise a Privacy Concern**

We take privacy concerns seriously. If you have a question or complaint about how your information has been handled, please contact us in writing. You can email the Practice Manager at:

[manager@jsmn.com.au](mailto:manager@jsmn.com.au)

We aim to respond within 30 days.

James St Medical Northbridge  
3/109 James Street, Northbridge 6003 WA  
P: (08) 6388 1168 F: (08) 6388 1169  
E: [reception@jsmn.com.au](mailto:reception@jsmn.com.au)  
ABN: 80 757 626 837



If you are not satisfied with our response, you may contact:

**Office of the Australian Information Commissioner (OAIC)**

[www.oaic.gov.au](http://www.oaic.gov.au) | 1300 363 992

**Health and Disability Services Complaints Office (HaDSCO)**

[www.hadSCO.wa.gov.au](http://www.hadSCO.wa.gov.au) | 1800 813 583

**Our Website**

Our website may collect general visit statistics for analytics but this does not include identifiable personal information. Our online booking provider, HotDoc, manages patient information according to the Australian Privacy Principles.

**Access to This Policy**

This Privacy Policy is available at reception, on our website or by request. We review it regularly to keep it up to date with legislation and best practice.