



We collect personal information from you in order to provide you with high quality health care and advice.

We are committed to protecting the privacy of your personal information. We manage your information in accordance with the standards set out in the Australian Privacy Principles and contained in the Privacy Act 1988 and related privacy legislation. This Statement explains how your personal information will be treated as you access and interact with our service.

Collection of information

- The information we collect includes basic details like name, contact details, date of birth and medicare number. This is collected by a member of our administration team, eg receptionist, or by your health care provider. We will also collect health information from you, for example test results and relevant plans for your health care. This is collected by your health care provider and kept in your health record.
- We collect information directly from you, wherever possible. We may need to collect information from other health professionals who have treated you. In an emergency we may also need to collect information from a family member, friend, carer or other person who can help us to provide you with the best care.
- If you do not wish us to collect certain information about you, you need to tell us and we will discuss with you any consequences this may have for your health care.

Use and disclosure of information

- We collect your personal information so that we can provide you with quality treatment and advice and share important health information with others involved in your care. This information will be shared among members of your treating team. It may be disclosed to other health care providers involved in your care with your consent, or where it is directly related to your care and we think you would reasonably expect this to occur.
- Your information may also be used for administrative and quality improvement purposes, for example billing, conducting client satisfaction surveys, or during accreditation or clinical audit processes where we seek to review and improve the quality of the services we are providing.
- In some circumstances we may be required or permitted by law to disclose some information, for example if ordered by a court or tribunal, or to lessen a serious threat to your health or the safety or health of another person.
- Apart from the uses outlined in this statement or otherwise permitted under Privacy Legislation, using or disclosing your personal information will only be done with your consent. If you have concerns about the use or disclosure of any of your information please speak to your health care provider or GPH's Privacy Officer.

Security of information collected

- Your information is held in paper and electronic files. We have appropriate systems and policies in place to protect the security and confidentiality of your personal information. We are required by law to retain health records for certain periods of time depending on the type of record and service.

Access to and correction of information

- You are entitled to request access to your personal information held by us. If you are accessing your health information, in most cases we will arrange for this access to be accompanied by an explanation by your health service provider. You may be asked to apply for access in writing and provide identification and you may be charged a small fee.
- Access to your personal information may be declined in special circumstances outlined in the Privacy Act, for example if giving access would put you or another person at serious risk of harm.
- If you believe the information that we hold about you is incorrect and an error has been made, please let us know and we will correct the information. If we believe the information is correct, you may request for your view to be noted on the record.
- Requests for access to, or correction of, your health record should be addressed to the Manager of the health service you attended.

Contact us

- If you have any questions or a complaint about the privacy of your personal information, or you wish to see a copy of our full privacy policy, please contact the Service Manager or GPH's Privacy Officer on (02) 4220 7600 or in writing to PO Box 1198 Wollongong NSW 2500.