

*Privacy and managing
health information in
general practice*



Grand Plaza Drive Doctors

Privacy Policy

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Current as of: 25/9/2025

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.

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

Concession Card Details

Ethnicity

healthcare identifiers

Next of Kin and Emergency contact 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 collect your personal information when you visit our website, telephone us, make an online appointment.

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 eTP, My Health Record (eg via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than while providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) 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?

Your personal information may be stored at our practice in various forms.

The ways in which we store your information are as follows: electronic records, X-Rays, Paper Records

Our practice stores all personal information securely.

Personal Information is stored securely and protected in the following manner: electronic format, in protected information systems on the computer. Each staff member has a specific password which is only used by the staff member it is allocated to, all staff and contractors are required to sign a confidentiality agreement.

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 leave with our Practice Manager or Receptionist on Duty to pass to the Practice Manager and our practice will respond within a reasonable time.

Our Practice Manager will generally respond within 7 business days.

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 by asking reception for the Change of Details Form to be completed by yourself and signed by yourself.

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.

The contact details of the Practice are Phone: 3800 0711, Fax: 3800 0977. Our postal address is 1 Grand Plaza Drive Browns Plains QLD 4118. The complaint will then be handled by the Principal Doctor and the Practice Manager within 30 days of the date of lodgment of the complaint and either one of them will respond to you with the resolution of the complaint.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Alternatively you can call The Office of the Health Ombudsman on 13 36 46.

Policy review statement

This Privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur.

Patients will be notified of any changes by leaving a new policy on the practice desk at reception.