



## Privacy Policy

### Our commitment to your privacy:

At Wollongong Campus Medical Centre, we are committed to protecting your personal information and ensuring that your health records are handled with care, confidentiality, and in accordance with the law.

We are bound by the Health Records and Information Privacy Act 2002 (NSW) and the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs).

### What do we collect:

We collect and hold personal and health information such as, but not limited to:

- Your name, date of birth, address, contact details
- Medicare number, DVA number, private health insurance details
- Medical history, current health conditions, medications
- Test results, specialist reports, referral letters
- Billing and payment details

### Why we collect this information to:

- Provide safe and high-quality healthcare
- Communicate with you about your care
- Refer you to specialists or other healthcare providers
- Send prescriptions, pathology, and imaging requests
- Claim Medicare, DVA, or private health insurance rebates
- Meet our legal obligations (e.g. mandatory reporting)

### How we store and protect your information:

Your information is stored securely, electronically.

We:

Use password-protected and encrypted systems

- Restrict access to authorised staff only
- Regularly back up and audit our systems through our I.T Provider
- Shred and securely dispose of old paper records

### Who we share your information with

We may need to share your information with:

- Other healthcare providers involved in your care (GPs, specialists, hospitals)
- Pathology and imaging providers
- Medicare, DVA, and private insurers (for billing)
- My Health Record (if you've opted in)
- Government health agencies when legally required (e.g. disease reporting)

We will not share your information without your written consent unless required by law.



### Use of My Health Record

If you are registered with My Health Record, we may access or upload information relevant to your care. You can opt out or set your own access controls at [myhealthrecord.gov.au](https://myhealthrecord.gov.au).

### Your rights

You have the right to:

- Access your health records
- Request corrections to your records
- Withdraw consent to share your information
- Make a privacy complaint

### Making a complaint

If you believe your privacy has been breached, please contact our Practice Manager on Phone: 02 4216 5590 or email : [reception@wollongongcampusmc.com.au](mailto:reception@wollongongcampusmc.com.au)

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

- NSW Privacy Commissioner – <https://www.ipc.nsw.gov.au>
- Office of the Australian Information Commissioner (OAIC) – <https://www.oaic.gov.au>

### Policy updates

This policy is reviewed annually and updated as required.

### Relevant legislation:

- Health Records and Information Privacy Act 2002 (NSW)
- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- OAIC guidelines
- My Health Records Act 2012 (if applicable)

Updated: July 2025

Reviewed annually by Practice Manager