

## 1. Purpose

This policy ensures that patients of the Warner Health and Wellness Centre (the Centre) can feel confident entrusting their personal information to the practice. It outlines how personal information, including health information, is collected, used, stored and disclosed.

## 2. Practice Procedures

The Warner Health and Wellness Centre will:

- Provide a copy of this policy on request.
- Ensure all staff comply with the Australian Privacy Principles (APPs) and respond to privacy inquiries.
- Implement procedures to comply with the APPs and to handle privacy complaints.
- Collect personal information primarily for healthcare management and billing.

## 3. Consent

All patients give consent for their personal information to be used by staff to provide healthcare. Consent is obtained through completion of the New Patient Registration form. The Centre will seek additional consent if information is required to be used for any other purpose.

If a patient declines to give consent but is still able to provide an honest and adequate health history verbally, medical care can still be provided. If a patient withholds, or is unable to provide, the medical information needed verbally, then medical care may not be able to be provided.

## 4. Purpose of Collecting Personal Information

We collect personal information to manage your health, process payments, conduct audits and support the business operations of the Centre.

## 5. Types of Personal Information Collected

- Personal details (for example, name and contact information).
- Medical history, medications, allergies, immunisations and risk factors.
- Medicare, healthcare identifiers and health fund details.

## 6. Collection Methods

We collect personal information when you register, during the provision of medical services, and from other healthcare providers, health funds or government bodies. Information may also be gathered through electronic records or communications.

## 7. Storage of Personal Information

Your information may be stored in paper, electronic, visual or audio formats, and is protected by secure systems and confidentiality agreements.

## 8. Sharing Personal Information

We may share your information with:

- Business partners (for example, IT providers).
- Other healthcare providers.
- Legal authorities, or where otherwise required by law.
- Approved medical services (for example, via My Health Record).

Your information will not be shared without your consent unless we are legally required to do so.

## 9. Protection of Personal Information

Your personal information is stored securely on Warner Health and Wellness Centre servers and medical software, with restricted access. We use passwords, encryption, confidentiality agreements and antivirus software to protect it.

## 10. Access and Correction

You can request access to, and correction of, your information by submitting a written request. We will respond within 30 days and take reasonable steps to update any inaccurate information.

## 11. Privacy Concerns and Complaints

If you have a privacy concern, you can complete a confidential feedback form available at reception or on the Centre website. Complaints will be addressed within 30 days. If your complaint remains unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

## 12. Changes to the Privacy Policy

The Warner Health and Wellness Centre may update this policy as needed, with any changes posted on the Centre website.

# PRIVACY POLICY



<b>Policy Category</b>	Risk and Compliance		
<b>Authorised by</b>	Anna Howard, CEO		
<b>Date adopted</b>	01/06/2026	<b>Last Review Date</b>	N/A
<b>Version</b>	1.0		
<b>Next review date:</b>	01/06/2027		