

PRIVACY POLICY

To enable AGB to deliver the highest quality of health care to our patients, it is necessary to collect their personal details and relevant health information. AGB recognise the importance of protecting patients' privacy and adhere to the obligations of the current Commonwealth Privacy Legislation.

*Commonwealth Privacy Legislation
(Privacy Act 1988)
(Privacy Amendment (Private Sector) Act 2000)*

*Victorian Privacy Legislation
(Health Records Act 2001)*

PROCEDURE

Collection and Use

Information is collected from referring doctors and patients themselves. Exchange of this information is strictly between relevant health care professionals for the provision of health services and related third parties for administrative purposes. De-identified information may also be used for quality assurance activities to improve individual and community health care and practice management.

Storage of Information

Electronic storage of patient information is held securely within our computer systems. AGB ensure the highest levels of security are employed to safeguard personal details from unauthorised access.

Patient Access to Information

Patients have the right to seek access to and correct the personal information held by AGB by contacting the Business Manager at the Practice rooms.

Overseas Disclosure

An individual's personal information will only be disclosed to an overseas provider with the written permission of the individual.

Complaints

Individuals with any concerns regarding the privacy of their personal information should refer their complaint in writing to the Business Manager. If a complaint is not resolved satisfactorily, a complainant is referred to the Office of the Australian Information Commissioner.

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Post: GPO Box 5218, Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>