

Privacy Policy

Our Commitment to Your Privacy

Martin Place Family Medical & Dental Centre is committed to protecting the privacy and confidentiality of your personal and health information. We comply with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**, as required for **AGPAL accreditation**.

What Information We Collect

To provide safe and effective healthcare, we collect:

- Identifying details (name, date of birth, address, contact details)
- Health information (medical history, test results, diagnoses, medications, clinical notes)
- Medicare, DVS, health fund, TAC, WorkCover details
- Billing and payment information

Information may be collected directly from you or from other healthcare providers involved in your care.

Why We Collect Your Information

Your information is collected, used, and disclosed to:

- Provide and manage your medical care
 - Communicate with other healthcare providers
 - Process Medicare and other third-party claims
 - Maintain accurate medical records
 - Send appointment reminders, recalls, and results
 - Meet legal, regulatory, and accreditation requirements
-

Disclosure of Information

Your information may be shared with:

- Treating doctors, specialists, and allied health providers
- Pathology and imaging services
- Services Australia, Medicare, health funds, TAC, WorkCover
- Accreditation bodies, insurers, or authorities where required by law

We do **not** use your information for marketing without your consent.

My Health Record

We participate in the **My Health Record** system. Relevant information may be uploaded unless you have opted out or instructed us otherwise.

Data Security

We take reasonable steps to protect your information, including:

- Secure electronic medical record systems
 - Restricted staff access and passwords
 - Confidentiality agreements and staff training
 - Secure storage and disposal of records
-

Access and Correction

You may request access to or correction of your health information by contacting reception or the Practice Manager. Requests are handled in accordance with the Privacy Act. A reasonable administrative fee may apply.

Complaints

If you have a privacy concern, please contact:

Practice Manager

We will respond promptly. If unresolved, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

This policy is available at reception and on our website.

Last updated: January 2026