

Eyemedics is committed to protecting your privacy. This privacy statement explains the type of personal and sensitive information, including health information, we collect and how we handle that information as part of your relationship at Eyemedics.

We understand that the information that you entrust to us is private and confidential. Any personal information collected by Eyemedics is treated as confidential and follows the Australian Privacy Principles (AAP) as contained in the Privacy Act 1988. All Eyemedics staff sign a confidentiality agreement upon employment and are trained to respect your privacy in accordance with the applicable privacy laws and our own policies and procedures

### What Personal Information Do We Collect

We may hold the following information about you:

- Name, address, phone number(s)
- Date of birth
- Email address
- Next of kin
- Persons to contact in case of an emergency
- Occupation
- Residency status
- Health fund, Medicare and health card information
- Referring practitioner and other interested parties you have disclosed to us
- Religious beliefs or affiliations
- Transaction details associated with services we have provided to you
- Any information you have provided to us through patient surveys and/or feedback forms

Eyemedics will destroy or de-identify personal information due to redundancy, after our legal obligations to retain the information have expired.

### How We Collect Personal Information

We collect personal information:

- Directly from you, when you complete forms, speak with our staff, or attend an appointment
- From third parties such as:
  - Referring doctors, specialists, pathology/radiology services
  - Hospitals or other healthcare providers
  - Your My Health Record (if accessed with your consent)
  - Health insurers and government agencies (e.g., Medicare)

### Why We Collect Personal Information

We collect personal information for purposes including:

- To provide medical treatment and healthcare services
- To communicate with you and others involved in your care
- For billing, administration, and Medicare/private health insurance claims
- To manage our practice, including quality assurance and training

- To comply with legal and regulatory obligations
- For appointment reminders and preventive health initiatives (e.g., recall systems)

## Use and Disclosure of Personal Information

We may use or disclose your personal information:

- To other healthcare professionals involved in your treatment
- To pathology and radiology providers
- To health insurers, Medicare, or other government bodies
- To contractors or service providers (e.g., IT providers), where required for business operations, with appropriate confidentiality safeguards
- When required or authorised by law (e.g., court subpoena)
- With your consent, or where consent can reasonably be inferred in the context of your care

## Data Storage and Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These include:

- Secure electronic medical records systems
- Secure paper-based medical records systems
- Staff training and confidentiality agreements
- Physical security (e.g., locked filing cabinets, 24-hour, 365-day security system)
- Access controls and audit logs on digital systems

## Access to and Correction of Your Personal Information

You will be requested to check and update your personal information on each visit to Eyemedics.

You have the right to request access to your personal information we hold about you, subject to exceptions allowed by law, and to request corrections if you believe it is inaccurate, out-of-date, incomplete, irrelevant, or misleading. We will consider if the information requires an amendment, and if we do not agree, we will add a note to the personal information stating your disagreement with the information.

You may request access to your personal information held by Eyemedics by contacting our staff that you wish to gain the information. A Patient Information Access request form will need to be completed, and these are available at reception.

You are not required to provide a reason for requesting access. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how it may be collected (e.g. post or collection).

Where information is held about a patient who is incapable of giving consent, access may be granted to a responsible person, as deemed appropriate.

## Anonymity and Pseudonymity

Where lawful and practicable, you may interact with us anonymously or by using a pseudonym. However, in most cases, providing your identity is necessary for appropriate medical care and to meet our legal obligations.

### Overseas Disclosure

We do not routinely disclose personal information to overseas recipients. If this is required (e.g., cloud-based services), we will ensure it complies with APP 8 and that appropriate privacy protections are in place.

### Direct Marketing

We do not use your health information for direct marketing without your express consent. With your permission, we may use basic contact information to send you updates or recall reminders relevant to your care.

### My Health Record

Our practice may access or upload information to your My Health Record with your consent. You can manage your preferences or opt-out of this system via the My Health Record website.

### Complaints

If you believe your privacy has been breached, please contact our Privacy Officer in writing. We will investigate your complaint and respond within 30 days.

If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC):

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

### Changes to This Policy

We may update this Privacy Policy from time to time. The most current version is available at reception or on our website.

### Contact Us

The Privacy Officer

1/57 Greenhill Rd WAYVILLE

08 8273 1600

[info@eyemedics.com.au](mailto:info@eyemedics.com.au)