
CLINIC PRIVACY POLICY

CURRENT AS OF: 12th September 2025 to be reviewed in September 2026.

Our clinic is committed to ensuring your personal information is professionally managed in accordance with all Australian privacy principles (APPs). This privacy policy provides information to you, our patient, on how personal information about you and your health is collected, held, and used by us within our practice and the circumstances in which we share it with third parties.

What personal information we collect and why

When you register as a patient of our practice, your doctor and their support team will need to collect your personal information both past and presents so that they can provide you with high-quality best healthcare services. We also use it for directly related business activities such as financial claims and payments, practice, audits and accreditation and business processes (eg staff training).

The personal information we collect and hold general includes your:

- Name, date of birth, address, contact details
- Medical information including medical history, medication, allergies, adverse events, immunisations, social history, family history, risk factors and treatment you may have already received
- Medicare number where available for identification and claiming purposes
- Concession card numbers and Health Fund details

How we collect your personal information

Our practice will collect your personal information.

- When we receive your referral our practice staff will collect your personal and demographic information supplied by your referring doctor
- Other information we will obtain from you via your registration when you attend your first appointment
- During the course of providing medical services, we may collect further personal information
- We may also collect your personal information when you visit our website, send us an email, telephone us, or communicate with us using social media
- If it is not possible to collect it from you directly, we may also collect this information from:
 - Your Guardian or responsible person
 - Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, pathology and diagnostic imaging services, your health fund, Medicare, or the Department of Veterans' Affairs as necessary.

Who we share your personal information with and when

- Other healthcare providers
 - Third parties who work with our practice with business purposes, such as a citation agencies or IT providers - these third parties are required to comply with APPS and this policy
 - When it is required or authorised by law, e.g. court subpoenas
 - Statutory requirement to lawfully share certain personal information such as mandatory notification of certain diseases
 - When it is necessary to lessen or prevent serious threat to your life, health or safety, or public health or safety, or it is impractical to obtain your consent
 - During the course of providing medical services through electronic transfer, faxing, SMS, or posting of prescriptions
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Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise describe in this policy, our practice will not share personal information within any third party without your consent. We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

How we store and protect your personal information

Your personal information is stored in our practice electronic records. If we receive personal information that we did not request, we will destroy that information. Our practice stores all personal information securely and has strict protocols and policies to ensure your personal information is protected from misuse, loss, interference, or unauthorised access. Electronic records are accessible only by staff to this practice and protected. All staff and contractors must sign confidentiality agreements prior to commencing work with us and for our practice.

How can you access and correct your personal information at our practice

You have the right to request access to and correction of your personal information. Our practice acknowledges that you may request access to your medical records - please note there may be a fee involved for this. Our practice takes reasonable steps to correct your personal information where it is not accurate or up-to-date. We will regularly ask you to verify that personal information held by this practice is correct and current. You may also request that we correct or update your information. We require you to put all requests in writing and send to:- North Queensland Neurology, Level 2/Suite 1, 25 Fulham Road, Pimlico QLD 4812 or email reception@nqn.com.au

Requests from third parties needs to come directly from that party with your consent attached. In this case, there will be a fee payable by the third party. All requests are required to be in writing and sent to:- North Queensland Neurology, Level 2/Suite 1, 25 Fulham Road, Pimlico QLD 4812 or email reception@nqn.com.au

How you can lodge a privacy-related complaint, and how it will be handled at our practice

We take complaints and concerns regarding privacy seriously. If you have any concerns about your privacy, or wish to make a complaint about a privacy breach, please present this in writing attention to:- Practice Manager, North Queensland Neurology, Level 2/Suite 1, 25 Fulham Road, Pimlico QLD 4812 or email reception@nqn.com.au

You should provide us with sufficient details regarding your complaint together with any supporting information. We will investigate the issue and will notify you in writing on the outcome within 30 days from receipt date of the original written complaint. If you're not satisfied with our response, you can contact us directly to discuss your concerns further or lodge a complaint with the Office of the Australian Information Commissioner. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym, unless it is impractical for us to do so, or unless we are required or authorised by law to only deal with identified individuals. However in the medical context, this is not likely to be practical or possible for Medicare and Health Insurance rebate purposes. It could also be dangerous to your health.

Policy review statement

This policy privacy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our patience of these changes via our website and a hardcopy handout privacy policy available at our premises. Current review dates are noted on the first page of our privacy policy.
