

Privacy Policy

Donnybrook Family Doctors

Effective date: [10/03/2026] **Review date:** [10/3/2028]

Policy owner: [Iminder Nandha (Practice Manager)]

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Address: 92 South Western Highway, Donnybrook, WA 6239

This policy explains how Donnybrook Family Doctors collects, uses, stores, discloses and manages personal information and health information in line with RACGP accreditation expectations and the Australian Privacy Principles.

1. Purpose

This policy explains how Donnybrook Family Doctors collects, uses, stores, discloses and manages patients' personal information and health information. It supports open and transparent handling of information and helps ensure patients understand how the practice manages confidentiality and personal health information.

2. Scope

This policy applies to all personal information and health information handled by Donnybrook Family Doctors, including information about patients, carers and authorised representatives, prospective patients, and staff or contractors where relevant to service delivery or administration.

3. Our commitment to privacy

Our practice is committed to protecting the privacy and confidentiality of patient information. We take reasonable steps to ensure health information is handled securely, only accessed by authorised team members, and disclosed only where permitted for care, with consent, or where required by law.

4. What information we collect

- name, date of birth, address, phone number, email and emergency contact details
- Medicare, DVA, health fund and concession details
- health information, medical history, medications, allergies, diagnoses, treatment notes, investigation results and referrals
- family and social history where relevant to care
- billing and payment information
- information needed to communicate with other healthcare providers involved in your care

5. How we collect information

We usually collect information directly from you:

- when you register as a patient
- during consultations
- through forms, emails, SMS, phone calls or online booking systems
- when you provide pathology, imaging, hospital or specialist reports

Where appropriate, we may also collect information from:

- your guardian, responsible person or authorised representative
- other treating healthcare providers
- hospitals, pathology or imaging providers
- My Health Record, where authorised
- third parties where permitted by law

6. Why we collect, use and disclose information

- providing healthcare and treatment
- communicating with you about your care
- referrals to specialists and other health services
- sending prescriptions, recalls and reminders where appropriate
- billing, Medicare claims and practice administration
- accreditation, quality assurance, education and training within lawful limits
- meeting legal, regulatory and public health obligations

7. Disclosure to other healthcare providers

We may disclose relevant health information to other healthcare providers involved in your care, such as specialists, hospitals, pharmacists, pathology providers and allied health professionals. We aim to disclose only the information reasonably necessary for that purpose and to use secure communication methods where available.

8. Disclosure to others

- where you have consented
- to your authorised representative
- where required or authorised by law
- to lessen or prevent a serious threat where permitted by law
- for medico-legal, regulatory or mandatory reporting purposes where applicable

We do not sell patient information.

9. Electronic communication

If you communicate with us electronically, there may be privacy risks associated with email, SMS and similar technologies. Where appropriate, we may use electronic communication for appointment reminders, recalls, repeat prescription communication, or sending documents, but only in line with our practice procedures.

By providing your email address or mobile number, you consent to us using these contact details for healthcare-related communications, subject to applicable privacy and clinical safety requirements.

10. Security of your information

- secure clinical software and password-protected systems
- role-based access controls

- staff confidentiality obligations
- secure storage of paper and electronic records
- backups, audit trails, antivirus and other technical safeguards
- secure disposal or de-identification where appropriate

11. Access to your information

You may request access to your personal information or health information by contacting us using the details below. We will respond to access requests in accordance with applicable law. In some circumstances, access may be limited or refused as permitted by law.

12. Correction of your information

If you believe the information we hold about you is inaccurate, incomplete, out of date, irrelevant or misleading, you may ask us to correct it. We will consider the request and respond in accordance with applicable law.

13. Retention and destruction

We keep health records for the periods required by applicable law and professional obligations. When information is no longer required and lawful retention periods have expired, we take reasonable steps to securely destroy or de-identify it.

14. Overseas disclosure

We do not ordinarily disclose personal information overseas.

15. Website, online services and third parties

If you use our website, online booking system, or patient communication tools, those services may collect technical information such as IP address, browser type and usage data. Our website may use cookies or similar technologies. Third-party service providers may have their own privacy policies.

16. Anonymity and pseudonymity

Where lawful and practical, you may have the option of dealing with us anonymously or by pseudonym. In most clinical situations, this will not be practical because we need to identify you to provide safe healthcare and maintain an accurate health record.

17. Complaints

If you have a privacy concern or complaint, please contact our Privacy Officer first. We will acknowledge your complaint and try to resolve it within a reasonable time. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

18. Contact us

Clinic	Donnybrook Family Doctors
Phone	08 9731 1888
Email	info@dfdoctors.com.au



Address	92 South Western Highway, Donnybrook, WA 6239
Website	donnybrookfamilydoctors.com

19. Changes to this policy

We may update this policy from time to time to reflect changes in law, guidance, technology or clinic procedures. The current version will be available at reception, on our website, and on request.

Approved by: Iminder Nandha **Date:** 20/03/2026