



# ASPIRE

## MEDICAL AND SKIN

### —CENTRE—



Shop 7, 1 Sanctuary Road, Hillside, VIC 3037

Tel: (03) 8390 9500 Fax (03) 8390 7288

Email: [reception@aspiremed.com.au](mailto:reception@aspiremed.com.au)

ABN: 82 618 312 824

## Patient Privacy Policy

At **Aspire Medical and Skin Centre**, we are committed to protecting the privacy and confidentiality of our patients' personal information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and other relevant legislation.

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### 1. Collection of Personal Information

We collect personal information that is necessary to provide high-quality healthcare services. This may include:

- Name, date of birth, address, contact details.
  - Medical history, current health information, test results, medications, allergies, and treatment plans.
  - Medicare, health fund, or insurance details (where applicable).
  - Billing and payment information.
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### 2. How We Collect Information

Personal information is usually collected directly from you, your guardian (if applicable), or from third parties such as:

- Referring doctors, specialists, or allied health professionals.
  - Pathology and diagnostic imaging services.
  - Medicare, My Health Record, or private health insurers.
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### 3. Use and Disclosure of Personal Information

We use your personal information to:

- Provide safe, high-quality medical care.
- Communicate with you about your healthcare.
- Share relevant information with treating doctors, allied health professionals, hospitals, pharmacies, and diagnostic providers involved in your care.
- Manage administrative, billing, and insurance processes.
- Meet legal and regulatory obligations, including reporting to government agencies when required.

Your information will not be shared with third parties for marketing purposes without your consent.

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## 4. Data Storage and Security

We take all reasonable steps to ensure your personal information is protected from misuse, loss, unauthorised access, modification, or disclosure.

- Records are stored securely in electronic and/or paper format.
  - Access to personal information is restricted to authorised staff only.
  - We use secure systems and encryption for electronic data.
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## 5. Access to and Correction of Personal Information

You have the right to access your personal health information and request corrections where necessary. Requests must be made in writing and will be responded to within a reasonable timeframe, subject to applicable laws.

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## 6. Confidentiality of Communications

- All staff at Aspire Medical and Skin Centre are bound by confidentiality agreements.
  - Phone calls, emails, and electronic communications are managed securely.
  - Test results and sensitive information will only be disclosed to you or your authorised representative.
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## 7. Complaints

If you have concerns about how your personal information is handled, you can contact us at:

 [reception@aspiremed.com.au](mailto:reception@aspiremed.com.au)

 03 8390 9500

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)** at [www.oaic.gov.au](http://www.oaic.gov.au).

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## 8. Updates to This Policy

This policy may be updated periodically to reflect changes in legislation or clinic practices. The latest version will always be available at our clinic reception and on our website.