



ARGYLE MEDICAL CENTRE

5 FENWICK CRESCENT

GOULBURN NSW 2580

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The Argyle Medical Centre Privacy Policy

Current as of: 10 March 2026

The objective of this document is to provide you, our patient, with clear information on how your personal information is collected and used within the practice. Occasionally we also need to share your personal information to involve others in your healthcare and this policy outlines when, how, and why we share your information.

• Who can I contact about this policy?

For enquiries concerning this policy, you can contact:

Contact Details:

Practice Principal – Dr Ivan Wilden-Constantin or Practice Manager Tania Welch

Argyle Medical Centre, 5 Fenwick Crescent, Goulburn NSW 2580

Telephone number 02 4821 1188

Email address: argylemc@bigpond.net.au

• When and why is your consent necessary?

When you register as a patient of this practice, you provide consent for the GPs and practice staff to access and use your personal information to facilitate the delivery of healthcare. Access to your personal information is restricted to practice team members who require it for your care. If we ever need to use your personal information for purposes other than outlined in this document, we will obtain additional consent from you.

It is important to us that as our patient, you understand why we collect and use your personal information.

By acknowledging this Privacy Policy you consent to us collecting, holding, using, retaining and disclosing your personal information in the manners described below.

• Why do we collect, use, store, and share your personal information?

The practice collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

For Aboriginal and Torres Strait Islander people who want to register for Closing the Gap PBS Co-payment Program:

This is the link to privacy information: <https://www.servicesaustralia.gov.au/individuals/privacy>

• What personal information is collected?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medicines, allergies, and adverse reactions immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifier numbers
- health fund details.

• Can you deal with us anonymously?

You can deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

• How is personal information collected?

The practice may collect your personal information in several different ways:

When you make your first appointment, the practice team will collect your personal and demographic information via your registration.

- During providing medical services, we may collect further personal information.

Information can also be collected through electronic transfer of prescriptions (eTP) if used by the practice, My Health Record, e.g. via Shared Health Summary.

Event Summary.

We may also collect personal information when you visit our website, send us an email or telephone us.

In some circumstances, personal information may also be collected from other sources, including:

- Your guardian or responsible person.
- Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, and pathology and diagnostic imaging services.
- Your health fund, Medicare, or the Department of Veterans' Affairs (if relevant).
- While providing medical services, further personal information may be collected via:
 - electronic prescribing
 - My Health Record
 - online appointments.
 - Photos and medical images: These can be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images.

Definition of a Patient Health Record RACGP 5th Edition Standards for General Practice:

Information, held about a patient, in paper form or electronic form, which may include:

- contact and demographic information
- medical history
- notes on treatment
- observations

- correspondence
- investigations
- test results photographs
- prescription records
- medication charts
- insurance information
- legal information and reports
- work health and safety report
- When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers (e.g. In referral letters)
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- When it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- When it is provision of medical services, through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

"We will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes."

- Will your information be used for marketing purposes?

The practice will not use your personal information for marketing any goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

- How is your information used to improve services?

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team

We may provide de-identified data to other organisations to improve population health outcomes. If we provide this information to other organisations patients cannot be identified from the information we share; the information is secure and is stored within Australia. You can let reception staff know if you do not want your de-identified information included.

- How are document automation technologies used?

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

The practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. These documents contain only your relevant medical information.

These document automation technologies are used through secure medical software – Medical Director Software.

All users of the medical software have their own unique user credentials and password and can only access information that is relevant to their role in the practice team.

The practice complies with the Australian privacy legislation and APPs to protect your information.

All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners [Privacy and managing health information guidance](#).

- How is your personal information stored and protected?

Your personal information may be stored at our practice in various forms.

For example, as paper records, electronic records, visual records (X-rays, CT scans, and photos)

Our practice stores all personal information securely. We now only use an electronic format to collect information

In electronic format:

- Practitioners and staff have personal passwords to authorise appropriate levels of access to health information
- Computerised medical records are protected by password access to prevent unauthorised viewing of information and access when the computer is unattended.
- Computer screens are positioned away from public view and screensavers are also enabled on the computers
- Confidentiality agreements are signed by all staff members

Paper Files:

- The paper folder files are stored in locked medical room. These are for past record keeping and are awaiting destruction only, electronic files are now used.
- The inactive files are stored in a separate secure area.
- The files are stored away from public view.
- The office and medical records are securely locked when staff are not in attendance.

How can you access and correct your personal information at the practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within a reasonable time of 30 days. Dependent on the format of the file copy required a fee will be charged to produce the information and bear in mind that not all documentation can be released.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current.

The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. Sometimes, we will ask you to verify your personal information held by the practice is correct and current.

You may request we correct or update your information, and you should make such requests in writing to the Practice Manager Tania Welch 5 Fenwick Crescent, Goulburn NSW 2580 or by email argylemc@bigpond.net.au

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

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. We will endeavour to respond to your concerns within 30 days.

Contact Details:

Practice Principal – Dr Ivan Wilden-Constantin or Practice Manager Tania Welch

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Telephone number 02 4821 1188

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If you do not feel we have resolved your issue You may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give them time to respond before they investigate. For further information visit www.oaic.gov.au or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

Policy review statement

This policy will be reviewed annually to ensure that it is in accordance with any changes that may occur. The updated policy will be displayed:

In the waiting room, please take one

At the 2 reception windows, please take one

On the practice website – <https://www.argylemedicalcentre.com.au/>

Significant changes may be communicated directly to patients via email or other means.

Please check the policy periodically for updates. If you have any questions, feel free to contact us.

At Argyle Medical Centre any personal information you share with us through website, email, and social media, is handled securely and confidentially.