

## Privacy Policy

### How We Use & Disclose Your Information

We use your information to provide and coordinate healthcare, communicate with you, manage recalls and preventive care, process lawful claims, support quality improvement, and meet legal and accreditation obligations.

We may share information with treating providers, approved service providers, or where required or authorised by law. Only the minimum information needed should be used or shared.

### De-identified Data & QI

De-identified or aggregated information from our clinical systems may be used for quality improvement, service planning, accreditation and population health activities. Identifiable information is used for secondary purposes only where consent or another lawful authority applies.

### Data Security

- individual user accounts and passwords
- approved clinical and communication systems
  - restricted access to patient information
- secure storage and secure disposal of records
- immediate reporting of suspected privacy or data breaches

## McKinnon Hill Medical Centre

### Practice Hours

Monday | 8am – 8pm

Tuesday | 8am – 8pm

Wednesday | 8am – 8pm

Thursday | 8am – 6pm

Friday | 8am – 8pm

Saturday | 9am – 11am

(Telehealth appointments only)

Hours and practitioner availability may change.  
Please check online bookings or contact reception.

### About This Policy

Version 2.1 | 2026

*Status: Final for approval*

This brochure is a patient-friendly summary. The full Privacy Policy is available from reception or on our website

## McKinnon Hill Medical Centre

### PRIVACY POLICY



### Contact

Tel: 03 9999 7280

Fax: 03 8672 6624

After Hours: 03 7038 4744

### Location

86 McKinnon Road  
McKinnon VIC 3204

### Email

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

### Website

[www.mckinnonhillmc.com.au](http://www.mckinnonhillmc.com.au)

*Legal entity: South Eastern O & G Group Pty Ltd*

# Privacy & Your Information

## Introduction

This policy explains how McKinnon Hill Medical Centre collects, uses, stores, protects and discloses personal information, including health information, and how you may access or correct it.

## Consent & Why We Collect Information

When you register or receive care, you provide information so we can safely provide healthcare and maintain your health record. Additional consent is obtained where required for another purpose.

## What We Collect

- name, date of birth, address and contact details
- Medicare, DVA, health-fund and billing information
  - medical history, diagnoses, medications and allergies
  - consultation notes, results, referrals and correspondence
  - immunisation, social and family history where relevant
- information needed for recalls, MyMedicare and My Health Record

## How We Collect Information

Information is collected directly from you and may also be received through telephone, email, SMS, practice-approved online booking and messaging systems, forms, referrals, other healthcare providers, My Health Record and other lawful healthcare channels. Significant patient communications and follow-up are recorded in your health record.

## Keeping Information Accurate

Please tell us if your address, phone number or email changes. You may ask us to correct information that is inaccurate, incomplete or out of date.

## My Health Record

Only authorised clinicians may access or upload to My Health Record through approved practice systems when required for healthcare and permitted by applicable requirements. Individual authorised access and required training apply.

## Anonymity & Overseas Disclosure

You may deal with us anonymously or using a pseudonym where lawful and practicable. Where service providers may handle information outside Australia, the practice takes reasonable steps to meet applicable privacy obligations.

## Retention & Secure Disposal

Records are retained for the period required by law and professional obligations. When authorised for disposal, information is destroyed or deleted securely.

## Security, Data Breaches & Digital Systems

- Patient information must only be sent or stored through approved practice systems.
- Confidential information is sent using approved secure or encrypted methods where required; informed consent is obtained if unprotected transmission is proposed.
- Patient-identifiable information must not be entered into unapproved AI tools, personal email or consumer cloud services.
- New digital or AI-enabled systems that handle patient information are assessed and approved before use.
- If approved AI-assisted documentation is proposed during a consultation, your clinician will ask for consent. You may decline without affecting your care.
- Suspected privacy or data breaches are contained, assessed and documented. Affected patients are notified when required.

## Access & Correction

You may request access to or correction of your personal information. We verify identity before releasing information and respond within applicable legal timeframes. Reasonable fees may apply where permitted.

## Privacy Questions or Complaints

Contact the Office Manager / Business Manager at McKinnon Hill Medical Centre: 03 9999 7280 | [info@mckinnonhillmc.com.au](mailto:info@mckinnonhillmc.com.au).

You may also contact the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) or the Victorian Health Complaints Commissioner ([www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)).

*Reviewed 03-09-2026*