

PRIVACY POLICY

1. Purpose

This policy ensures City Medical & Skin Clinic manages your personal information in accordance with the Australian Privacy Principles (APPs) and the RACGP 5th Edition Standards (Criterion 3.1: Privacy and managing health information).

2. Information Collected

We collect information necessary to provide safe, high-quality healthcare. This includes:

- **Demographics:** Name, date of birth, address, and contact details.
- **Identifiers:** Medicare, DVA, or healthcare identifiers.
- **Sensitive Data:** Medical history, medications, allergies, and specialist letters.

3. Collection Channels

We collect data via:

- Electronic intake forms filled on our website or booking platforms.
- Face-to-face or telehealth clinical consultations.
- Secure electronic transfer systems from other healthcare entities.

4. Storage & Security

Your health data is protected by strict technical protocols:

- Encrypted local systems or secure Australian-based cloud storage.
- Role-based access controls limited to authorised clinical and administrative staff.
- Mandatory non-disclosure agreements signed by all personnel.

5. Access and Correction

You have a right to access and correct your records. Upon request, we will process your file or update any mistakes within a mandatory **30-day timeframe**. Administrative fees may apply for physical record copies.