
YourGP

Privacy Policy

Reviewed: February 2026

Introduction

This privacy policy is to provide information to you on how your personal information (which includes your health information) is collected and used by your doctor and by staff at YourGP, and the circumstances in which we may share it with third parties.

For enquiries concerning this policy, contact a manager through the contact details provided at the end of this document.

Why and When Your Consent Is Necessary

When you register as a patient, you provide consent for GPs and staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff and clinicians who need to see your personal information will access it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why Do We Collect, Use, Hold and Share Your Personal Information?

YourGP 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.

What Personal Information Do We Collect?

The information collected about you includes:

- Names, date of birth, addresses, contact details

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- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
 - Medicare number (where available) for identification and claiming purposes
 - Healthcare identifiers
 - Clinical photographs (taken with your consent)

Dealing With Us Anonymously

You have the right to deal with your doctor and YourGP anonymously or under a pseudonym, unless it is not practical for us to do so, or unless required or authorised by law to only deal with identified individuals.

How Is Personal Information Collected?

YourGP will collect your personal information in several different ways.

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

We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment, or communicate with us using social media.

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

Various types of images may be collected and used, including CCTV footage. This is collected from our premises for security and safety purposes. CCTV footage is not recorded in areas that require privacy such as consultation or treatment rooms.

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

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

YourGP has a small team of staff who are directly employed in Malaysia, who assist with some administrative tasks. Besides this team, we will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

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. Information of informative and educational intent is sent out via email periodically.

How Are Artificial Intelligence (AI) Scribes Used?

Individual doctors may use AI scribe tools to support taking notes during their consultations with you. Your informed consent will be requested at each consultation where AI may be used — consent will not be carried forward to a subsequent consultation. You may withdraw your consent during your consultation.

The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. Doctors use a range of AI scribes. All tools used are mandated to:

- Not share information outside of Australia
- Destroy the audio file once the transcription is complete
- Remove sensitive, personal identifying information as part of the transcription

How Do We Store and Protect Your Personal Information?

Your personal information will be stored primarily as electronic records. We will store your paper records when they have been transferred to us. YourGP stores all personal information securely.

We protect your personal information by:

- Securely locking away paper files or scanning them into your electronic record
- Highly secure and protected medical record IT systems
- Confidentiality agreements for staff and contractors

How Can You Access and Correct Your Personal Information Held by Us?

You have the right to request access to, and correction of, your personal information. YourGP acknowledges patients may request access to their medical records. We require you to put this request in writing. YourGP will respond within a reasonable time of within thirty days. There will be an administrative fee which will be advised.

We 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 your personal information held by YourGP is correct and up-to-date.

How Can You Lodge a Privacy-Related Complaint?

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.

Contact Method	Details
Email	admin@ygp.au (Attention: The Manager)
Mail	YourGP@Crace — 1/5 Baratta St, Crace, ACT 2911
	YourGP@Denman — 1B Felstead Vista, Denman Prospect, ACT 2611
	YourGP@Lyneham — 1/62 Brigalow St, Lyneham, ACT 2602
Phone	02 6109 0000 (ask to speak to the manager)

We will endeavour to respond to your complaint within thirty days.

You may also contact the **Office of the Australian Information Commissioner**. For further information visit www.oaic.gov.au or call the OAIC on **1300 363 992**.

Policy Review Statement

Our privacy policy is regularly reviewed to ensure compliance with current obligations.

If any changes are made:

- They will be reflected on the website
- 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.