



## Privacy Policy

This Privacy Policy applies to Dr Melissa Luckensmeyer ABN 37 853 362 143 (**Dr Luckensmeyer**) and any website operated by Dr Luckensmeyer. In this policy the terms 'we', 'us' and 'our' refer to Dr Luckensmeyer.

We (and the medical practitioners with whom we are contracted to work for or with) collect personal information in order to provide the requested health services to you and to meet our legislative obligations. We are committed to protecting personal information we collect from you in accordance with all legal requirements including but not limited to the *Privacy Act 1988 (Cth)* (**Privacy Act**) and the *Privacy Regulations 2013 (Cth)*. Further principles have been adopted from Australian Privacy Principles and the Office of the Australian Information Commissioner.

This policy explains how and why we collect, use, hold and disclose your personal information. When you provide personal information to us, you consent to the collection, use and disclosure of your personal information in accordance with this policy.

This policy does not apply to personal information collected by us that is exempted under the Privacy Act.

## What is personal information?

Under the Privacy Act, personal information generally means information or an opinion about an identified person or a person who is reasonably identifiable. Examples of personal information include your name, address and contact details.

Sensitive information is a subcategory of personal information and includes information or an opinion on things such as your race or ethnic origin, philosophical beliefs, opinions, religious beliefs or affiliations, health information, medical history, test results, diagnosis and treatments, genetic information or biometric information. To ensure appropriate services are provided to you we may need to collect sensitive information.

Where it is lawful and practicable to do so, you may deal with us anonymously or use a pseudonym (e.g. when enquiring about a service generally). In order for us to provide you with a health service, we will need to know your personal details to allow us to interact with other health service providers and affiliated organisations (such as health insurance funds or Medicare).

## What personal information do we collect and hold?

The personal information we collect may include the following:

- Name
- Date of birth
- Occupation
- Address (postal and email)
- Telephone numbers
- Health insurance fund details
- Medicare number
- Pension or other concession details
- Medical history, test results, diagnosis and treatments
- Names and telephone numbers of persons to contact in an emergency

## How we collect your personal information

Wherever practicable, we will collect your personal and health information from you directly, unless for a particular reason, you are unable to provide the information. We obtain the details from you:

- when you make your first appointment with us;
- during the course of providing medical services to you such as when you complete documents requested by us such as patient records and medical history declarations – either electronically or in hard copy;
- give personal and health information in person, over the telephone or through a telehealth service to our doctors, health professionals or other staff.

Additionally, we may obtain further information from a third party such as:

- a health service provider or a health professional who has treated you previously;
- other sources where necessary to provide a health service;
- your health fund, Medicare or other Government Department if necessary to provide you with the health service.

If you refuse to provide the personal information, provide incomplete or inaccurate information to us or withhold personal information from us, it may be impracticable to provide you with the services you are seeking.

## **How we use your personal information**

Personal information may be used by us to provide health services and for the administration associated with our services, for risk management purposes.

We may use your personal information in the following ways:

- (a) assessing your health, advising on treatment, conferring with other practitioners and monitoring your health outcomes (including the use by other medical practitioners, associated service providers and any other persons who provide to on-call or locum support services for us);
- (b) managing your accounts and billing, including Medicare and private health insurance claims;
- (c) managing our practice including quality assurance, practice accreditation and keeping our records up to date;
- (d) contacting you; and
- (e) facilitating our internal business operations including to fulfil our legal requirements and obligations and for quality assurance and management purposes.

If the ownership or control of all or part of our business changes, we may transfer your personal information to the new owner.

## **Consent to use and disclose your personal information**

Under the Privacy Act, we are able to use and disclose personal and sensitive health information for the primary purpose for which it is collected, for example, providing you with the requested health service or an activity directly related to the health service provided by us.

For completeness, we consider that by providing us with your personal information you consent to its use or disclosure for the purpose of providing our health services to you, which includes the following purposes:

- subject to our professional obligations, to any person where necessary in connection with our provision of services including disclosure to others persons or organisations involved in your health care, including treating doctors and specialists that we are contracted to work for, or with. This may occur through referral to other doctors, or for medical tests and in the reports or results returned to us following the referrals. If necessary, we will discuss this with you;
- on a confidential basis to external service providers so that they can provide medical, financial, administrative or other services in connection with the operation of our services;
- sharing your information to any person we work for, or with, including any person who collaborates with us to provide on-call or locum services on our behalf;
- communicating with referring medical practitioners, referrals to other medical practitioners, hospitals or health providers;
- disclosure, where legally required, to third parties; including, responding to a court subpoena or for mandatory reporting compliance in respect of our regulatory obligations;
- management, funding, service monitoring, planning, evaluation and complaint handling;
- addressing liability indemnity arrangements including reporting to an insurer or legal representative.

We are also permitted to use or disclose (or both) your personal information in circumstances where:

- we are required or authorised by law to disclose your information for another purpose; or
- the disclosure of your information is reasonably necessary for the protection of health, safety or for the enforcement of the law.

With respect to marketing purposes, by providing us with your personal information, you consent to your personal information being used for the purpose of marketing our services. If you do not want us to use your personal information for marketing purposes or receive marketing material from us, please contact us on the details set out at the end of this policy.

## **Cross border disclosure**

Depending on the nature of the services we provide, we may disclose your personal information to entities overseas to provide services ancillary to the health services we provide to you and as allowed by this policy. The countries to which such disclosures are made, and the nature of the personal information disclosed, will depend on the specific health services requested by you.

In the event that we need to disclose personal information to overseas recipients, we will take reasonable steps to ensure that overseas recipients use and disclose personal information in a manner consistent with this Privacy Policy and the Privacy Act.

## **Accuracy and accessing your personal information**

We will take all reasonable steps to ensure the personal information collected from you is accurate, complete, current, relevant and not misleading. If you are aware of any errors, inaccuracies or changes to your personal information please contact us (in writing).

You can also request to access your own personal information held by us subject to the exceptions permitted under the law. Such requests must be made in writing.

We will review your request within a reasonable timeframe. You may be charged a reasonable fee for providing this information.

## **Cookies**

We may use a cookie file containing information that can identify the computer you are working from. You can choose to refuse cookies by turning off the cookies function in your browser and/or deleting the cookies from your hard drive. You will not be able to maintain a logged in session if cookies are not enabled in your browser or if they are removed from your hard drive.

## **Links to third party websites**

Our website may contain links to those of a third party. These sites are not subject to our privacy policy and we are not responsible for the content of the website or the privacy practices of that site.

## **Complaints**

If you have a concern about a breach of the Privacy Act or otherwise relating to your personal information please contact us immediately on the details below. We will advise you of the complaint process and expected resolution timeframe.

Where you make a complaint and you are not satisfied with the outcome of your complaint, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or via email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au).

## **How to contact us**

Management of Dr Melissa Luckensmeyer  
Suites 3 & 4, Hill House  
71 Bradley Street  
Spring Hill QLD 4000

T: (07) 3839 1033

E: [reception@melissaluckensmeyer.com.au](mailto:reception@melissaluckensmeyer.com.au)

We may update this policy without notice. Any changes will be reflected on our website. This policy was last updated in February 2024.