

This statement explains how your personal information, including health information, is collected, used, and protected by the Bond University Medical & Health Service. Our practice operates in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). For the University's broader privacy practices, please refer to the [Bond University Privacy Policy \(INF 6.5.1\)](#).

CONSENT

When you register as a patient, you consent to our health practitioners and practice staff collecting, accessing, and using your personal information to provide you with the best possible care. Only staff who need to see your information will have access to it. If we need to use your information for any purpose beyond what is described in this policy, we will seek your additional consent first.

COLLECTING INFORMATION

What information do we collect?

- Name, date of birth, ID numbers, next of kin, addresses, email address and telephone numbers
- Medical history, medications, allergies, adverse events, immunisations, social history, cultural background, family history, test results, clinical digital images, referral details and risk factors
- Medicare number or Overseas Student Health Cover (OSHC) policy number
- Healthcare identifiers and health fund details

What is a medical record?

A medical record includes all documents (treatment notes, charts, forms, films, computer records, reports and results) created or received by health practitioners in relation to your care.

How is information collected?

We may collect personal information from you directly, from a parent, carer or guardian, from practice staff, from external health providers, or through online appointment requests. A unique digital medical record is created for you when you first attend, and updated each time you receive care.

WHY WE USE YOUR INFORMATION

Patient care

Your information is used to provide you with appropriate medical care and services, share health management information with you or a nominated third party, and maintain an ongoing medical history that supports better care over time.

Service administration

We use your information to manage accounts and payments, including processing claims with Medicare Australia, your private health insurer, or the Department of Veterans Affairs. We may also use your details to:

- Respond to enquiries and process appointment requests
- Send appointment reminders, recall notices, or follow-up communications by SMS or email

Teaching and research

We may use your information for internal quality improvement, service planning, and teaching purposes. Only de-identified information (from which you cannot be identified) is used for these purposes.

SHARING YOUR INFORMATION

We only share your information when necessary. This may include sharing with:

- Third-party service providers supporting our practice (e.g. accreditation bodies, IT providers), who are required to comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles
- Other treating health care providers
- My Health Record (e.g. Shared Health Summary, Event Summary) and via Electronic Transfer of Prescriptions

Anonymous access: You may access medical services with us anonymously or under a pseudonym where it is practicable to do so. Please note that Medicare and OSHC rebates require your correct details and may not apply if you attend under a pseudonym.

SHARING YOUR INFORMATION *continued*

We may also be required or authorised to disclose information:

- By law or court order
- To prevent a serious threat to life, health or safety
- To assist in locating a missing person
- For confidential dispute resolution or to establish or defend a legal claim
- Where mandatory disease notification is required

STORING AND PROTECTING YOUR INFORMATION

Your records may be held in electronic, paper-based, or visual formats. In accordance with the [Bond University Information Security Policy \(INF 6.5.3\)](#), we protect your information through:

- A secure network protected by firewalls, with all data hosted in Australia
- Multi-factor authentication and individual login credentials for all system access, with access granted on a least-privilege basis
- Regular password management and account reviews; accounts are promptly disabled when staff leave
- Locked filing cabinets for paper records, accessible to authorised staff only
- Secure disposal of records in accordance with Bond University retention requirements

We comply with the applicable Queensland State Archives disposal and retention schedules for how long your records are kept.

Note: We will not share your personal information with anyone outside Australia without your consent, except in exceptional circumstances permitted by law. We will not use your information for marketing purposes not associated with Bond University. (INF 6.5.1, cl. 4.3)

ACCESSING AND CORRECTING YOUR INFORMATION

You may request access to, or corrections of, your personal information at any time. In accordance with INF 6.5.1, we will acknowledge your request within 14 days and provide the information within 30 days. There is no fee for access or correction requests.

In limited circumstances access may be declined — for example, if disclosure could pose a serious risk to your health or safety, or is otherwise restricted under the Privacy Act 1988. You will be given written reasons and information about how to lodge a complaint.

ACCESS & CORRECTIONS

The Practice Manager
Bond University Medical & Health Service
14 University Drive, Robina QLD 4226
ssmc@bond.edu.au

PRIVACY COMPLAINTS

We take privacy concerns seriously. Please put any complaint in writing and direct it to the Practice Manager at the contact details above. Complaints are managed in accordance with Bond University Privacy Policy (INF 6.5.1).

If we are unable to resolve your complaint, you may contact the Bond University Privacy Officer, or escalate to the Office of the Australian Information Commissioner (OAIC).

UNIVERSITY PRIVACY OFFICER
privacy@bond.edu.au

EXTERNAL ESCALATION — OAIC
Office of the Australian Information
Commissioner
www.oaic.gov.au

Policy updates: This policy is reviewed regularly and any changes will be published on the Bond Medical & Health Services website <https://bond.edu.au/current-students/services-support/wellbeing/medical-clinic>