

ELERMORE VALE MEDICAL CENTRE

PRIVACY COLLECTION NOTICE

Effective 7th September 2026

This notice explains how Elernmore Vale Medical Centre (HTET & TIN COMPANY PTY LTD ACN 666 805 956 as trustee for Elernmore Vale Medical Centre Trust) collects and handles your personal information when you register, obtain healthcare from a practitioner consulting at the practice, or otherwise deal with us.

What we collect and how

We collect information directly from you, your parent, guardian or responsible person, and where appropriate from healthcare providers, hospitals, pathology and imaging services, Medicare, the Department of Veterans' Affairs, health funds and My Health Record. This may include:

- identity and contact details, date of birth, emergency contacts and demographic information;
- health information, including medical history, medicines, allergies, test results, referrals and clinical notes; and
- Medicare, healthcare identifier, concession, health-fund, billing, payment, appointment and communication details.

Why we collect it

We collect, use and hold this information to facilitate safe healthcare, identify and contact you, manage appointments and recalls, communicate with other providers, process payments and claims, maintain health records, meet legal and professional obligations, and support accreditation, quality improvement, staff training and practice administration. Some collection may be required or authorised by Australian laws relating to health records, public health, Medicare, My Health Record and other healthcare obligations.

Who we usually disclose it to

Where relevant and permitted, we may disclose information to the practitioner treating you, other healthcare providers, hospitals, pathology and imaging services, Medicare, the Department of Veterans' Affairs, My Health Record, health funds, insurers, payment services, accreditation bodies, professional advisers, and contracted information-technology, communications, document, cloud and practice-support providers. We may also disclose information where required or authorised by law or with your consent.

Optional technology and telephone calls

Some practitioners may offer an approved AI scribe to prepare a draft clinical note or correspondence. The practitioner will explain the technology and obtain your consent before using it. You may decline without affecting your healthcare. If a telephone call is recorded for quality assurance or training, you will be notified at or before recording.

Overseas handling

Some approved service providers or their authorised support personnel may process or access information from outside Australia. Where practicable, relevant overseas locations will be identified in our Privacy Policy or in a service-specific notice. We take reasonable steps to require providers to protect information consistently with applicable Australian privacy requirements.

If you do not provide information

You may deal with us anonymously or under a pseudonym where lawful and practicable. However, if you do not provide information that is reasonably necessary, the practice or your practitioner may be unable to safely provide a service, identify or contact you, process Medicare or other claims, arrange referrals or recalls, or complete your requested administrative task. Medicare rebates cannot be claimed without the required Medicare information.

Access, correction, questions and complaints

You may request access to or correction of your personal information, or make a privacy enquiry or complaint, by contacting the Practice Manager. Our full Privacy Policy explains how requests and complaints are handled and is available at www.evmc.au or from reception.

Shop 10-13, 137 Croudace Road, Elernmore Vale NSW 2287

Phone: 02 4038 9181, reception@evmc.au