

Privacy Policy

Last updated: 01 Nov 2025

1. Our Commitment to Privacy

We, Dr Seonyoung Park and her staff, respect your privacy and is committed to protecting your personal and health information.

We comply with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and any relevant State and Territory health privacy legislation in the collection, use, disclosure, and storage of your information.

2. What Information We Collect

We collect personal and health information that is necessary to provide you with safe and effective healthcare. This may include:

- Your name, date of birth, address, phone number, and email.
- Medicare number, concession card details, and health insurance information.
- Medical history, symptoms, test results, prescriptions, and clinical notes.
- Referrals, specialist reports, and other health information received from third parties involved in your care.
- Non-personal data such as IP address, browser type, and site usage patterns via cookies or analytics tools.

3. How We Use Your Information

We collect and use your personal and health information to:

- Provide medical assessment, diagnosis, treatment, and care.
- Communicate with you about your healthcare.
- Send referrals, pathology requests, and prescriptions to relevant providers.
- Manage administrative tasks such as billing, payments, and appointment scheduling.
- Improve our services and maintain accurate medical records.
- Comply with legal, professional, and regulatory obligations.
- With your consent, send occasional health updates or clinic information.

4. How We Collect Information

We may collect your information directly from you in person, online, or by phone or from third parties such as:

- Other healthcare providers, laboratories, and hospitals.
- Medicare, My Health Record, or private health insurers.
- Family members or carers (with your consent, or if required by law).

5. Disclosure of Information

We may disclose your information only when necessary for your care or as permitted by law. This includes:

- Other treating health professionals (e.g. specialists, pharmacists, pathologists).
- Medicare, private health insurers, or government health agencies.
- IT providers, transcription services, or other contractors who support clinic operations (bound by confidentiality obligations).
- Where required by law, court order, or to prevent serious threats to life, health, or safety.

We will not sell, rent, or use your personal information for unrelated commercial purposes.

6. Overseas Disclosure

Some service providers (such as secure cloud storage or email systems) may store data outside Australia.

Where this occurs, we take reasonable steps to ensure those providers comply with the Australian Privacy Principles or equivalent data protection standards.

7. Data Security

We take reasonable physical, electronic, and administrative measures to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Your records are stored securely in electronic and/or hard copy formats, and access is limited to authorised staff.

8. Retention of Information

We retain your health records for the period required by law — generally at least 7 years from the last date of service, or longer for patients under 18 years of age.

After this period, information is securely destroyed or permanently de-identified.

9. Access and Correction of Your Information

You have the right to access and request corrections to your personal or health information held by us.

Requests can be made in writing. We will respond within a reasonable timeframe and may require identification before releasing information.

In limited cases, access may be refused (for example, where access could pose a serious threat to health or safety), and we will explain any refusal in writing.

10. Complaints

If you believe your privacy has been breached, please contact us using the details below.

We will investigate your concern and respond promptly.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au, or your relevant State/Territory health complaints entity.

11. Updates to This Policy

This Privacy Policy may be updated periodically to reflect changes in our practices or legal requirements.

The latest version will always be available on our website.

12. Contact Us

For privacy-related questions, access requests, or complaints, please contact:

Dr Seonyoung Park

Email: privacy@drpark.au