

PRIVACY POLICY

This Privacy Policy explains how New Sleep Pty Ltd (“we”) manages personal and health information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and applicable NSW health privacy legislation.

1. What Information We Collect

We collect personal and health information including:-

- Name, date of birth, address, contact details
- Medicare number, DVA number, concession details
- Medical history, medications, allergies, social history
- Consultation notes, referrals, pathology and imaging results
- Payment information and billing records
- Information provided through online forms, telehealth, or email

2. How We Collect Information

We collect information through:-

- Consultations with practitioners
- New patient registration forms
- Telephone, email, SMS, and telehealth communications
- Third-party providers (e.g., specialists, hospitals, pathology services)
- My Health Record (where authorised)

3. Why We Collect Information

We collect information for purposes including:-

- Providing medical care and treatment
- Communicating with you and coordinating care
- Billing, Medicare claims, and practice administration
- Quality improvement and accreditation
- Compliance with legal and regulatory obligations

4. Use and Disclosure

We may disclose information to:-

- Treating practitioners within the practice
- Specialists, allied health providers, hospitals

- Pathology and imaging services
- Medicare, DVA, and private health insurers
- IT service providers (secure messaging, clinical software)
- My Health Record system (if you participate)
- As required by law (e.g., subpoenas, mandatory reporting)

We do not sell or share your information for marketing.

5. Overseas Disclosure

Some information may be stored in cloud services located outside Australia. We take reasonable steps to ensure these providers comply with APP requirements.

6. Access and Correction

You may request access to your health information or ask for corrections. Requests can be made in writing to the practice manager. We will respond within a reasonable timeframe.

7. Data Security

We use secure clinical software, encrypted messaging, password-protected systems, and physical security measures to protect your information. Only authorised staff have access.

8. Complaints

If you have concerns about privacy, contact the practice manager at: **02 500 75337** or pm@newsleep.com.au

If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC).

9. Data Breach Notification

We comply with the Notifiable Data Breaches (NDB) Scheme and will notify affected individuals and the OAIC if a breach is likely to result in serious harm.

10. Updates to This Policy

This policy may be updated periodically. The latest version will be available on our website.