

Updated March 2026

Keeping your personal information private in our clinic

This Privacy Policy explains how Valley Health Group collects, uses, stores, communicates and discloses your personal information. This Policy is available to anyone upon request and is also available on our website.

This policy has been developed in accordance with the **Australian Privacy Principles (APPs)** under the *Privacy Act 1988 (Cth)*, particularly **APP 1 (open and transparent management of personal information)**.

Privacy at a glance

At Valley Health Group, we respect and value your privacy and are committed to collecting and using your personal information only for the purposes for which it has been provided¹.

We comply with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles**, the **Health Records Act 2001 (Vic)**, and other applicable privacy laws.

We may update this Privacy Policy from time to time². The most current version will always be available on our website: www.valleyhealthgroup.com.au.

Collection and Processing of Your Personal Information

Valley Health Group collects personal and health information to assess, diagnose, treat, and support your healthcare needs and provide healthcare services³.

Registered allied health professionals are required to maintain accurate clinical records. Information collected may include:

- Name, address, phone number, and email
- Date of birth and identifying details (e.g. Medicare, private health, DVA if required)
- Medical history, including relevant family history
- Current medications, supplements, and treatments
- Referral information, reports, imaging, and correspondence from other providers

We only collect information that is relevant to your care³.

This information may be collected:

- Directly from you³
- From a person responsible for you
- From authorised third parties or healthcare providers⁴
- Where permitted or required by law

We take reasonable steps to notify you about collection and use of your information and to ensure you understand why your information is collected and how it will be used⁵.

To support accurate and efficient clinical documentation, your practitioner may use **secure recording or transcription software** during consultations. These tools are used solely for note-taking and clinical records, are handled securely, in accordance with privacy and security obligations, and are not retained longer than necessary⁶.

¹ APP 3 – collection of solicited personal information; APP 6 – use or disclosure

² APP 1 – open and transparent management of personal information

³ APP 3 – collection of solicited personal information

⁴ APP 6 – use or disclosure

⁵ APP 5 – notification of collection

⁶ APP 6 – use or disclosure, APP 11 – security of personal information

We ensure clinical records are:

- Accurate, complete, and up to date⁷
- Legible and organised
- Sufficient for continuity of care
- Used (with your consent) for reminders and follow-up care

Disclosure of your personal information

We may collect, use, and disclose your personal information for the following purposes:

- Providing healthcare services to you⁸
- Communicating with you (appointments, reminders, relevant updates)
- Managing administrative and billing processes
- Complying with legal and regulatory obligations (e.g. subpoenas, mandatory reporting)
- Internal quality assurance and practice management

With your consent, we may also use your information for communication such as email or SMS. You may opt out at any time.

We may disclose information to:

- Treating practitioners and clinic staff
- Other healthcare providers involved in your care⁸
- Medicare, insurers, or compensation schemes (where applicable)
- Third parties where required or authorised by law

We do **not** provide your personal information to external marketing companies⁹.

If you choose not to provide certain information, we may be unable to provide appropriate or optimal care¹⁰.

Security and storage of your personal information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure¹¹.

Security measures include:

- Secure premises and physical access controls
- Password-protected systems with restricted user access
- Encryption, firewalls, and secure data storage systems
- Secure transmission and backup of electronic records

We retain health records in accordance with legal requirements:

- Minimum 7 years from last entry
- For children, until age 25

We retain health records in accordance with legal requirements and destroy or de-identify information when no longer required¹².

⁷ APP 10 – quality of personal information

⁸ APP 6 – use or disclosure

⁹ APP 7 – direct marketing

¹⁰ APP 3 – collection of solicited personal information

¹¹ APP 11 – security of personal information

¹² APP 11 – security of personal information

Where third-party providers are used (including cloud or transcription services), we take reasonable steps to ensure they comply with Australian privacy standards¹³.

We will inform you if records are transferred, or if the clinic is sold or closed.

Use of recording and transcription technologies

To support accurate, efficient, and high-quality clinical documentation, Valley Health Group practitioners may use secure digital tools, including **recording and/or transcription software**, during consultations.

These tools may involve **automated or AI-assisted technologies** that convert spoken information into written clinical notes.

We take a **privacy-first and risk-minimised approach** to the use of these technologies:

- Use of these tools is **limited strictly to clinical documentation purposes**
- Only information relevant to your care is recorded or transcribed¹⁴
- Recordings are **not retained longer than necessary** to produce clinical notes and are then securely deleted or de-identified where possible¹⁵
- Where third-party platforms are used, we take reasonable steps to ensure they:
 - Meet Australian privacy and data security standards
 - Have appropriate confidentiality, encryption, and access controls in place
 - Do not use your information for secondary purposes such as training models or analytics without consent¹⁶

We will take reasonable steps to:

- Inform you when these tools are being used¹⁷
- Provide you with the opportunity to ask questions or request that recording is not used

You may **decline the use of recording or transcription tools at any time**, and this will not affect your access to care.

Where recording or transcription tools are used, they are intended to support (not replace) clinical judgment, and practitioners remain responsible for reviewing and verifying all clinical documentation.

All information generated through these tools forms part of your clinical record and is handled in accordance with this Privacy Policy and applicable legislation.

Providing your information to others

All practitioners and authorised staff may access your records as part of your care¹⁸.

We may share relevant information with other healthcare providers involved in your treatment, with your consent¹⁸.

We respect your right to control how your information is shared and will only disclose identifiable information with your consent or where legally required¹⁸.

¹³ APP 8 – cross-border disclosure

¹⁴ APP 3 – collection of solicited personal information

¹⁵ APP 11 – security of personal information

¹⁶ APP 6 – use or disclosure

¹⁷ APP 5 – notification of collection

¹⁸ APP 6 – use or disclosure

Other people's information which you provide to us

If you provide information about another person, you must ensure you are authorised to do so and that they are aware of how their information may be used, in line with this Policy¹⁹.

Access to Your Personal Information

You have the right to access your personal information and request corrections²⁰.

Requests may need to be made in writing. We will respond within a reasonable timeframe.

Access may be limited in certain circumstances permitted by law. If so, we will explain why²¹.

A reasonable administrative fee may apply for providing copies.

We can also transfer your records to another healthcare provider upon request.

Keeping your personal information up to date

We take reasonable steps to ensure your information is accurate and current²². Please notify us if your details change.

Parents/Guardians and Children

Privacy laws apply to children as well as adults. In some cases, a child's right to privacy may limit parental access to their health information, depending on their capacity and the circumstances²³.

How to contact us regarding privacy issues

We take all reasonable steps to comply with our privacy obligations.

If you have questions, wish to access or correct your information, or make a complaint, please contact:

Privacy Officer

Valley Health Group
508 Plenty Rd
Mill Park VIC 3082

Email: privacyofficer@valleyhealthgroup.com.au

We will respond to your enquiry as soon as reasonably possible. If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au²⁴.

¹⁹ APP 3 – collection of solicited personal information, APP 5 – notification of collection

²⁰ APP 12 – access; APP 13 – correction

²¹ APP 12 – access

²² APP 10 – quality of personal information

²³ APP 12 – access, APP 6 – use or disclosure

²⁴ APP 1 – complaints handling framework