



Suite 3, Hill House  
71 Bradley Street  
Spring Hill QLD 4000

P 07 3839 1033  
F 07 3839 8677

Office Hours  
Monday to Friday  
8am – 4pm

## Luckensmeyer Medical Group Privacy Policy

This Privacy Policy applies to the Luckensmeyer Medical Group operated by Luckensmeyer Medical Pty Ltd (ACN 152 700 019) (Group) and the website [www.melissaluckensmeyer.com.au](http://www.melissaluckensmeyer.com.au) and any website that replaces it (“Website”). In this Privacy Policy the terms ‘we’, ‘us’ and ‘our’ refer to the Group.

We are committed to protecting the privacy of personal information that we collect. We will deal with personal information in accordance with the National Privacy Principles (‘NPPs’) set out in the *Privacy Act 1988 (Cth)* (‘Act’).

### What is personal information?

In summary, ‘personal information’ is information or an opinion, in any form, about an individual that identifies the individual, or from which his or her identity can reasonably be ascertained.

### What sort of information do we collect?

There are two categories of information that we may collect about you:

- (a) personal information that may be provided to us when you or someone else in your organisation is dealing with us via the Website, by telephone, email, fax or in person; and
- (b) information, generated by our computer system, which tracks traffic on the Website (see the further information below under ‘Cookies’).

### How do we use your personal information?

We may use your personal information in the following ways:

- (a) assess your health, advise on treatment, confer with other practitioners and monitor your health outcomes (including the use by other medical practitioners, associated service providers and any other persons who provide to the Group oncall or locum support for the Group and/or our doctors);
- (b) manage your accounts and billing, including Medicare and private health insurance claims;
- (c) managing our practice – including quality assurance, practice accreditation and keeping our records up to date;
- (d) contact you; and
- (e) facilitate our internal business operations including to fulfil our legal requirements and obligations and for quality assurance and management purposes.

If you do not want us to contact you with marketing and promotional messages and material, please contact us using one of the methods set out below under ‘How to contact us’.

### When do we disclose your personal information?

We may disclose your personal information to organisations and individuals outside of the Group if you have asked us to do so and/or in the course of providing health services to you in the following manner:

- (a) subject to our professional obligations, to any person where necessary in connection with our provision of services;
- (b) on a confidential basis to external service providers so that they can provide medical, financial, administrative or other services in connection with the operation of our services;
- (c) sharing your information within the treatment team of the Group, including any person who collaborates with the Group to provide on-call or locum services on behalf of the Group;
- (d) communicating with referring medical practitioners, referrals to other medical practitioners, hospitals or health providers and referring specimens for analysis;
- (e) complaints and incident handling, and notifications to our insurers;
- (f) disclosure, where legally required, to third parties; including, responding to a court subpoena or for mandatory reporting compliance in respect of the Group’s regulatory obligations; and
- (g) subject to our professional obligations, as permitted in accordance with the privacy laws:
  - (i) installing, operating, maintaining and repairing our information technology services, including the Website;
  - (ii) providing us with legal and accounting advice and other professional services;
  - (iii) providing us with marketing and promotional services and market research; and
  - (iv) analysing use of the Website.



DR MELISSA  
LUCKENSMAYER

OBSTETRICS • GYNAECOLOGY • FERTILITY  
MBBS FRANZCOG

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## Accuracy and security of the personal information that we hold

We take reasonable steps to make sure that the personal information that we collect is accurate, up to date and complete. Please contact us if the personal information that we hold about you is inaccurate, incomplete or out-of-date, and we will take reasonable steps to correct the information.

We also take reasonable steps to protect personal information that we hold from misuse and loss and from unauthorised access, modification or disclosure.

## Accessing your personal information

Under the Act, you have a right to access your personal information, although the Act does provide for some exceptions to this general rule. For security reasons, you may be required to apply in writing before we will give you access to your personal information. We may charge a fee for retrieving your personal information and providing it to you.

## Cookies

We may use a cookie file containing information that can identify the computer you are working from. You can choose to refuse cookies by turning off the cookies function in your browser and/or deleting the cookies from your hard drive. You will not be able to maintain a logged in session if cookies are not enabled in your browser or if they are removed from your hard drive.

## Changes to this privacy policy

We reserve the right to change this privacy policy from time to time to reflect changes in our business requirements and changes in the law. Changes will be updated in this policy on the Website, so you should check periodically to make sure that you are aware of the most recent version of the policy.

## How to contact us

If you believe that we have failed to comply with this privacy policy, or if you have any other enquiry about the personal information that we have collected from you, you should contact us using one of the following methods:

**Physical Address:** Suites 3 & 4 Hill House, 71 Bradley Street, Spring Hill QLD 4000

**Telephone:** 07 3839 1033

**Email:** [reception@melissaluckensmeyer.com.au](mailto:reception@melissaluckensmeyer.com.au)

**Luckensmeyer Medical Pty Ltd**