



# Privacy Notice

## When does this privacy notice apply?

This privacy notice applies to individuals registering for the MyMedicare Program.

The aim of this notice is to explain how the Australian Government will manage personal information consistent with obligations under the [Privacy Act 1988](#) (Cth) (Privacy Act) and the [Australian Privacy Principles](#) (APPs). This includes how Australian Government agencies will collect, use and disclose information about you as part of the MyMedicare Program. You should read this privacy notice together with other privacy-related information that your medical practice gives you about how they manage your personal information.

The Department of Health and Aged Care is responsible for the MyMedicare Program. Services Australia will administer the MyMedicare Program on behalf of the Department of Health and Aged Care and the Department of Veterans' Affairs.

## Mandatory information Services Australia collects

As part of your MyMedicare registration, Services Australia will collect personal information about you from you or your medical practice, including:

- Name
- Date of birth
- Medicare card number or your Department of Veterans' Affairs (DVA) File Number
- Name of your general practitioner (GP) or nurse practitioner
- GP or nurse practitioner provider number
- Practice name
- Practice address
- Details of other health providers involved in your care team.

## Why Services Australia collects this mandatory information

Services Australia needs this information to:

- Record your consent to be registered in the MyMedicare Program, and to collect your personal information for the purposes outlined in this notice.
- Assess your eligibility for MyMedicare, register you with your regular practice and link you with your chosen GP or nurse practitioner.
- Communicate with you and provide you with information about your MyMedicare registration.
- Assess your eligibility for the Medicare Benefits Schedule (MBS), General Practice Incentives and DVA funded services linked to MyMedicare registration.
- Enable relevant MBS and DVA claims linked to MyMedicare to be processed.
- Enable compliance activities to ensure that providers and practices are adhering to the rules and billing MBS and DVA correctly.

If you do not choose to provide the personal information listed above, Services Australia will not have the information required to register you in MyMedicare.

## **How Services Australia collects this information**

### *Patient Initiated Electronic Registration.*

Patients can commence the registration and provide consent in Medicare Online Services and the practice staff can then complete the registration.

### *Practice Initiated Electronic Registration*

Practice staff can commence the patient registration process in MyMedicare, and patients can confirm their registration information and provide consent through Medicare Online Services.

### *Paper Registration Form*

After completing the registration form to register in MyMedicare, your practice will enter your information into a secure database via Provider Digital Access (PRODA) and Health Professional Online Services (HPOS). Your practice will keep the paper registration form in your medical record as proof of your consent to participate in MyMedicare.

## **What happens to your personal information?**

Your GP and practice will be able to view and update your MyMedicare registration details (including preferred GP), manage your registration, or withdraw you from MyMedicare. You will also be able to view, manage or withdraw your registration through Medicare Online Services.

Your practice will be required to securely store your completed registration form for record keeping purposes. Once you are registered, staff involved in management of the practice may have access to your information. This may include health professionals. Relevant staff may change over time.

Services Australia is responsible for the overall management and storage of your data.

To enable your general practice to better manage your care, the information you provide in registering for MyMedicare may be transferred using a secure channel and confidentially stored in the practice management software.

## **Disclosure of your personal information to the Department of Health and Aged Care**

If you currently hold a:

- Medicare card or
- Veteran Gold Card or White Card issued by the Department of Veterans' Affairs

Services Australia will provide information about you to the Department of Health and Aged Care. Information provided to the Department of Health and Aged Care will have identifying information such as your name, address, date of birth and Medicare card or DVA File number removed from the data.

## **Disclosure of your personal information to the Department of Veterans' Affairs**

If you currently hold a Veteran Gold Card or White Card issued by the Department of Veterans' Affairs, Services Australia will provide identifiable information about you to the Department of Veterans' Affairs.

## **Use of your personal information by the Department of Health and Aged Care**

The Department of Health and Aged Care may use this information to enable:

- MyMedicare Program management, monitoring and reporting. This includes sharing MyMedicare information with contractors engaged by the Department of Health and Aged Care under secure data sharing arrangements to develop policy and deliver programs and services. Contractors engaged by the Department of Health and Aged Care, to assist with policy development or the delivery of programs or services, will be required to sign a deed including requirements relating to confidentiality, security and other relevant matters as required by the Department of Health and Aged Care.
- Routine monitoring and reporting for MBS claims, or other incentive payments.
- Policy analysis.
- Program compliance and audit.

- Evaluation and continuous improvement of the MyMedicare Program.
- MBS payments, DVA payments, or incentives linked to MyMedicare registration including determining whether your providers and practice are eligible for incentives or payments.
- Data sharing to inform policy and program management under secure data sharing arrangements within government (e.g. sharing data with other Commonwealth bodies, including the Australian Bureau of Statistics and the Australian Institute of Health and Welfare) where authorised by the data custodian and in line with the legislative authority.

### **Use of your personal information by the Department of Veterans' Affairs**

The Department of Veterans' Affairs may use your information to enable:

- MyMedicare Program management, monitoring and reporting. This includes sharing MyMedicare information with contractors engaged by the Department of Veterans' Affairs under secure data sharing arrangements to develop policy and deliver programs and services. Contractors engaged by the Department of Veterans' Affairs, to assist with policy development or the delivery of programs or services, will be required to sign a deed including requirements relating to confidentiality, security and other relevant matters as required by the Department of Veterans' Affairs.
- DVA to provide you with assistance in relation to your MyMedicare registration.
- DVA payments, linked to MyMedicare registration.
- DVA to perform its functions and responsibilities under its portfolio legislation and as further detailed in the DVA privacy policy linked below.
- Routine monitoring and reporting for DVA claims.
- Policy analysis.
- Program compliance and audit.
- Evaluation and continuous improvement of the MyMedicare Program.
- Data sharing to inform policy and program management under secure data sharing arrangements within government (e.g. sharing data with other Commonwealth bodies, including the Australian Bureau of Statistics and the Australian Institute of Health and Welfare) where authorised by the data custodian and in line with the legislative authority.

### **Use of your personal information by the Australian Digital Health Agency**

If you make a request via your My Health Record, Services Australia will provide information about you to the My Health Record system so that the name of your registered practice and GP will appear in your My Health Record if you choose to have it displayed.

### **Other disclosures of your personal information**

Your information may also be disclosed when this is authorised or required by law.

Only authorised staff have access to your personal information.

### **Additional voluntary information you provide**

As part of MyMedicare registration you can also choose to provide other information about yourself, including:

- Whether you identify as Aboriginal or Torres Strait Islander
- Your country of birth
- The language you speak at home and, if this is not English, how well you speak English
- Your gender identity
- Your sexual orientation
- Whether you identify as someone living with a health condition or disability

Services Australia will collect this information about you when registering you in MyMedicare. Services Australia, the Department of Health and Aged Care and/or the Department of Veterans' Affairs may use the information to better understand the health needs of the population, design new health policies and deliver services to meet these needs and monitor if these policies and services are making a difference.

If you choose not to provide this information as part of your registration, you will still be able to register for MyMedicare. You may still provide this additional information about you directly to your practice.

Any personal information you provide will form part of the record of your MyMedicare registration. This information will continue to be held by Services Australia and the entities it has been shared with as outlined in this privacy notice

even if you withdraw from the MyMedicare Program. You can choose to change or remove your answers for a current MyMedicare registration at any stage. Updated or removed answers will be reflected in your current MyMedicare registration.

This personal information will also be provided back to your medical practice, who may be able to identify you from the information.

The personal data may also be linked to other data sources such as hospital, aged care or other government sector data to get a fuller picture of the health needs of Australians. Your personal information could be used in the linking process, but the resulting data sets will be de-identified.

### **Will my personal information be stored overseas?**

Services Australia, the Department of Health and Aged Care, the Australian Digital Health Agency or Department of Veterans' Affairs will not store your personal information overseas. Talk to your medical practice about how and where your medical practice stores your personal information.

### **Concerns and complaints**

Services Australia's privacy policy can be found here: [www.servicesaustralia.gov.au/privacy](http://www.servicesaustralia.gov.au/privacy)

It contains information about how you can make a complaint if you think we have breached:

- the Australian Privacy Principles, or
- the Australian Government Agencies Privacy Code.

The privacy policy explains how we will manage your complaint, how you may access the personal information about you held by Services Australia and how you may seek to correct any personal information about you held by Services Australia, which is incorrect.

You can contact us to discuss privacy and your personal information by calling 1800 132 468 or the TTY phone on 1800 810 586, online via a web form at [Services Australia](http://Services Australia) or writing to us at:

Centrelink and Medicare  
Services Australia Complaints and Feedback  
Reply Paid 7800  
Canberra BC ACT 2610

### **More on privacy**

The Department of Health and Aged Care's privacy policy can be found here:

<https://www.health.gov.au/resources/publications/privacy-policy>.

The Australian Digital Health Agency's privacy policy can be found here:

<https://www.digitalhealth.gov.au/about-us/policies-privacy-and-reporting/privacy-policy>.  
<https://www.myhealthrecord.gov.au/privacy>

The Department of Veterans' Affairs privacy policy can be found here:

<https://www.dva.gov.au/privacy>.

Further changes to this privacy notice will be found here.