

Privacy Statement

Dear Patients,

We would like to let you know how we look after your privacy.

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health.

What personal information do we collect?

- Names, date of birth, addresses, contact details, emergency contact details and Medicare number.
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors.

How do we collect your personal information?

1. When you make your first appointment, our staff collect your personal and demographic information via our new patient registration form.
2. During the provision of medical services, we may collect further personal information. We also receive information through My Health Record and electronic communications from hospitals, pathology and diagnostic providers, and other health care professionals involved in your care.
3. We may collect personal information when you send us an email, telephone us, make an appointment or otherwise communicate with us.
4. In some circumstances, personal information may also be collected from other sources where it is not practical or reasonable to collect it directly from you. This may include:
 - your guardian or responsible person
 - healthcare providers involved in your care, including specialists, allied health professionals, hospitals, pathology and diagnostic services.

Use of Artificial Intelligence (AI)

Our practice may use approved Artificial Intelligence (AI) technologies to assist with certain administrative and clinical support functions. Examples may include preparing clinical documentation, summarising consultation notes, assisting with correspondence, or supporting other practice workflows. Any AI tools used by our practice are implemented in accordance with applicable Australian privacy laws and RACGP guidance. AI is used only to support our healthcare professionals and practice staff—it does not replace the clinical judgement, decision-making or responsibility of your treating doctor. **Where AI-assisted clinical documentation is used during your consultation, your treating GP will inform you beforehand and you may choose not to have AI used without affecting the care you receive.** Where AI processes personal or health information, appropriate safeguards are in place to protect the confidentiality and security of your information. Access to your information remains restricted to authorised members of our practice team and trusted service providers who are subject to privacy, confidentiality and security obligations. If AI is used in connection with your care, your treating GP remains responsible for reviewing and verifying the accuracy and appropriateness of any clinical information before it forms part of your medical record or is relied upon in making clinical decisions.



Who do we share your personal information with?

Your personal information may be shared:

- with other healthcare providers involved in your care, including when sending referrals on your behalf
- when required or authorised by law (for example, court subpoenas)
- when necessary to lessen or prevent a serious threat to a person's life, health or safety, or to public health or safety
- to assist in locating a missing person
- to establish, exercise or defend a legal or equitable claim, or for confidential dispute resolution
- where there is a statutory requirement to notify government authorities (for example, mandatory notification of certain diseases).

Only people who need to access your information will be able to do so. **Access to your information is restricted according to staff roles and responsibilities and is limited to those involved in your care or the operation of the practice.** Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share your personal information with any third party without your consent. We will not disclose your personal information outside Australia unless permitted by law or with your consent.

Where is my personal Information stored?

Patient personal information is stored on secure cloud-based infrastructure hosted in data centres located in Sydney, Australia. Backup copies are maintained within Australia, including a local backup at the primary data centre and a secondary backup stored at a separate Sydney data centre. The primary server and backup infrastructure are isolated from general public access. External access is restricted and is only permitted from specifically authorized and whitelisted networks. **We also use a range of administrative, physical and technical safeguards, including password protection, role-based access controls, encrypted backups and cybersecurity measures, to help protect your information.** This helps prevent unauthorized access from external locations.

Access to your personal information

You have the right to request access to your personal information. **We will verify your identity before releasing any personal health information.** Our practice acknowledges that patients may request access to their medical records. Requests must be made in writing. We will respond within a reasonable time and contact you to arrange an appointment to review your records with your doctor where appropriate. A fee may apply for the time involved in processing your request.

Privacy complaints

We take complaints and concerns regarding privacy seriously. If you have any concerns about how your personal information has been handled, please submit your complaint in writing to:

admin@kirraweedoctors.com.au

Please allow up to 2-7 days for an initial response. **We will investigate your concerns confidentially and work with you to resolve them as promptly as possible.** If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC). The OAIC may ask that you first allow us an opportunity to resolve your complaint before commencing an investigation. For further information, visit www.oaic.gov.au or call 1300 363 992.

Please do not hesitate to ask one of our reception team members for a copy of our full Privacy Policy, which explains in more detail how we collect, use, store and protect your personal information.