

Kirrawee Doctors Privacy Policy

Current as of: 17.07.2026

The objective of this document is to provide you, our patient, with clear information on how your personal information is collected and used within the practice. Occasionally we also need to share your personal information to involve others in your healthcare and this policy outlines when, how, and why we share your information.

1. Who can I contact about this policy?

For enquiries concerning this policy, you can contact:

Ame Spurrier (Practice Manager)

admin@kirraweedoctors.com.au

2. When and why is your consent necessary?

When you register as a patient of Kirrawee Doctors, you consent to our healthcare providers and authorised practice staff collecting, using, storing and disclosing your personal information for the primary purpose of providing you with healthcare and managing the operation of the practice.

Your personal information will only be accessed by members of the practice team who require it to perform their duties. If we need to use or disclose your information for a purpose not covered by this Privacy Policy, we will seek your consent where required by law.

By registering as a patient and continuing to receive healthcare from our practice, you acknowledge that you have been provided access to this Privacy Policy and understand how your personal information is collected, used, stored and disclosed.

3. Why do we collect, use, store, and share your personal information?

The practice collects, uses, stores, and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

4. What personal information is collected?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details

- medical information including medical history, medicines, allergies, and adverse reactions immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifier numbers
- health fund details.

5. Can you deal with us anonymously or using a pseudonym?

Wherever it is lawful and practicable, you may choose to receive healthcare anonymously or by using a pseudonym. Requests will be considered on an individual basis, considering your privacy, safety, legal obligations and our ability to provide safe clinical care.

In some circumstances, we are required to verify your identity. This may include Medicare or Department of Veterans' Affairs claims, Pharmaceutical Benefits Scheme (PBS) prescriptions, electronic prescribing, pathology or diagnostic imaging requests, specialist referrals, My Health Record participation, mandatory reporting obligations or other circumstances required by law.

Where anonymous or pseudonymous care is not possible, we will explain the reason and discuss the available options with you.

6. How is personal information collected?

The practice may collect your personal information in several different ways:

When you make your first appointment, the practice team will collect your personal and demographic information via your registration via *HotDoc* or paper consent form.

We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment, or communicate with us using social media.

In some circumstances, personal information may also be collected from other sources, including:

- Your guardian or responsible person.
- Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, and pathology and diagnostic imaging services.
- Your health fund, Medicare, or the Department of Veterans' Affairs (if relevant).

While providing healthcare services, additional personal information may be collected through electronic prescribing, My Health Record and online appointment systems.

Our practice also uses CCTV in selected public areas of the premises for the safety and security of patients, staff and visitors. Clear signage is displayed at all entrances advising that CCTV is in operation.

Photos and medical images: From time to time, your treating clinician may recommend taking clinical photographs or medical images to assist in your diagnosis, treatment or ongoing care. These images will only be taken with your informed consent unless otherwise authorised or required by law.

Clinical photographs and medical images are stored securely as part of your health record and managed in accordance with Australian privacy legislation, the Australian Privacy Principles and RACGP guidance. They will only be used or disclosed for the purpose for which consent has been obtained, unless otherwise permitted by law.

7. When, why and with whom do we share your personal information?

We will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes.

We take reasonable steps to ensure any organisation that receives your personal information is authorised to do so and manages that information in accordance with applicable privacy laws.

We sometimes share your personal information:

- with third parties for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers (e.g. In referral letters)
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- When it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- When it is provision of medical services, through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary, SafeScript NSW etc.).

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

8. Will your information be used for marketing purposes?

The practice will not use your personal information for marketing any goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

9. How is your information used to improve services?

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team

We may provide de-identified data to other organisations to improve population health outcomes. If we provide this information to other organisations patients cannot be identified from the information we share, the information is secure and is stored within Australia.

De-identified information is information that can no longer reasonably identify you. Where information has been appropriately de-identified, it may be used for research, quality improvement or population health purposes without identifying individual patients, in accordance with applicable privacy legislation.

10. How are document automation technologies used?

Document automation is where systems use existing data to generate electronic documents relating to medical conditions and healthcare.

The practice uses document automation technologies to create documents such as referrals, which are sent to other healthcare providers. These documents contain only your relevant medical information.

These technologies operate within our secure clinical information systems and are used only to support the delivery of your healthcare.

All users of the medical software have their own unique user credentials and password and can only access information that is relevant to their role in the practice team.

The practice complies with the Australian privacy legislation and APPs to protect your information.

All data, both electronic and paper are stored and managed in accordance with the Royal Australian College of General Practitioners [Privacy and managing health information guidance](#).

11. How are Artificial Intelligence (AI) Scribes used?

Our practice uses Artificial Intelligence (AI) scribe technology, including Heidi AI and Lyrebird Pro, to assist clinicians in documenting consultations.

Your treating clinician will obtain your consent before using an AI scribe during your consultation. If you choose not to consent, your consultation will proceed as normal without the use of AI technology. Patients may withdraw their consent to the use of an AI scribe at any time during the consultation.

The AI scribe processes consultation audio solely for the purpose of generating clinical notes. Audio recordings are not retained after transcription, and patient information is securely processed and stored within Australia in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and applicable privacy and security standards.

Information generated by AI scribes forms part of your health record and is used only to support your healthcare.

12. How is your personal information stored and protected?

Your personal information is primarily stored electronically using secure cloud-based clinical information systems hosted within Australia. Access to your information is restricted to authorised practice team

members through individual user accounts, passwords and role-based access controls. We regularly review our information security measures to ensure they remain appropriate and effective.

Where paper records are received, they are scanned into your electronic health record and securely destroyed once verified. Our practice maintains appropriate physical, administrative and technical safeguards to protect personal information from unauthorised access, misuse, interference, loss, modification or disclosure.

Patient health records are retained for the period required by applicable legislation before being securely destroyed or permanently de-identified in accordance with legal requirements.

CCTV and Surveillance

Our practice uses closed-circuit television (CCTV) systems to support the safety and security of patients, staff, visitors, and premises.

CCTV cameras are installed in selected areas of the practice, including:

- Reception and waiting areas
- Entry and exit points
- External areas such as car park entrances

CCTV is not installed in private areas such as consulting rooms, treatment rooms, or bathrooms.

CCTV recordings are stored securely, with access restricted to authorised personnel only. Recordings are used solely for security, safety, and incident investigation purposes and may be disclosed to law enforcement authorities where required or permitted by law.

Recordings are retained for a limited period in accordance with applicable legal and regulatory requirements, after which they are securely deleted or overwritten.

13. How can you access and correct your personal information at the practice?

You have the right to request access to, and correction of, your personal information. The practice acknowledges that patients may request access to their medical records.

We require you to put this in writing and our practice will respond in a reasonable timeframe. We will contact you to verify identification and make an appointment for access to records in consultation with your doctor. A reasonable administrative fee may apply where permitted by law.

The practice will respond to any requests to access or correct your personal information within 5 working days.

The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. Sometimes, we will ask you to verify your personal information held by the practice is correct and current. You may request we correct or update your information. To do this please contact the practice via email: admin@kirraweedoctors.com.au

For file transfer to another GP practice, you may request your new GP to send us a signed written request and consent for file transfer form to reception@kirraweedoctors.com.au Files are transferred electronically in

XML format, which is also password protected. Please allow 5-7 working days for us to respond to your request.

14. How can you lodge a privacy-related complaint, and how will the complaint be handled at the practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have. Please allow 2–7 business days for an initial response.

Please contact the Practice Manager for concerns or complaints:

Ame Spurrier

admin@kirraweedoctors.com.au

(02) 8834 5452

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC). Further information is available at www.oaic.gov.au or by calling 1300 363 992.

15. How is privacy on the website maintained?

At Kirrawee Doctors any personal information you share with us through website, email, and social media, is handled securely and confidentially. This practice uses analytics and cookies.

16. Policy review statement

Our privacy policy is regularly reviewed to ensure compliance with current obligations.

If any changes are made:

- They will be reflected on the website.
- Significant changes may be communicated directly to patients via email or other means.

Please check the policy periodically for updates. If you have any questions, feel free to contact us.