



PRIVACY POLICY

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice. Occasionally we also need to involve others in your healthcare and this policy outlines when, how and why we share your information.

Why and when your consent is necessary

When you register as a patient at our practice you provide consent for our GPs and practice staff to access and use your information so they can provide you with the best possible healthcare. Access to our personal information is restricted to team members for require it for your care. If we need to use your information for anything else, we will seek your permission.

Why do we collect, use, hold and share your personal information?

Our 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. Additionally, we may utilise your information for internal quality and safety improvement processes such as practice audits, accreditation and staff training to maintain high-quality service standards.

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addressess, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare identifiers
- Photos and medical images may occasionally need to be taken with personal devices, following the guidelines from the RACGP.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impractical to do so, or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

- when you make your first appointment our practice staff will collect your personal demographic information via your registration in person or HotDoc
- when you see your GP or the Registered Nurse they will collect information about your health. For Example, During the course of providing medical services, we may collect further personal information via my Health Record, Shared Health Summaries, Prescription management services.
- We may also collect your personal information when you send us an email, telephone us, make an online appointment.

In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:

- 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
- Medicare, or the Department of Veterans' Affairs as necessary

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 only using it for specified purposes.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of your personal information where it is not up to date.

Your Medical Record includes all the information we hold at the practice about you, such as contact details, medical history, treatment notes, observations, correspondence, investigations and test results.

Our practice acknowledges patients may request access to their medical records. We require that you put this request in writing, signed and dated and addressed to the Practice Manager and we will respond within a reasonable time (within 30 days) There will be a charge of \$50.00-\$100, depending on size, for access to your records and you may be required to attend an appointment with the doctor to discuss what you require.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by the practice is correct and current. You may also request that we correct or update your information, and you should make such a request by completing a new registration form.

How do we store and protect your personal information?

All of your records are held electronically via our patient management system. Our practice stores all personal information securely and our computers and electronic patient management system are password protected. Our staff and doctors are bound by confidentiality agreements.

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

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers - these third parties are required to comply with this policy
- with other healthcare providers
- when it is required or authorised by law (eg 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 there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, eg My Health Record.

Privacy, our website, HotDoc and Automation Technologies

We use HotDoc for appointment bookings via our website or the HotDoc app as well as reminders/recalls. Their privacy statement can be found at:

<https://practices.hotdoc.com.au/privacy-policy/>

When our doctors write a referral for you, the practice software uses document automated technologies to generate a referral. This ensures only the relevant information is in your referral to a specialist or allied health provider.

Some of our practitioners may use an AI scribe tool, Lyrebird, to support taking notes. This uses an audio recording of your consultation to generate a clinical note for your record. This service does not share information outside Australia, destroys the file once completed and removes any sensitive, personal identifying information as part of the transcription.

We do not record your telephone or telehealth consultations.

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

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

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please write a letter, (Attn. Practice Manager, Bayview Medical Cottage, 56 Beach Rd, Batemans Bay 2536) and we will respond within 30 days in writing to set up a meeting with you at a reasonable time.

You may also contact the OAIC. Generally the OAIC will require you to give them time to respond before they investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992

Policy Review Statement

This policy will be reviewed every year or sooner if there are changes in legislation or privacy laws. (Last updated 10/2/2026)