



## Clare Medical Centre

### 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, and the circumstances in which we may share it with third parties.

### Why and when your consent is necessary?

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. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

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

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

### What personal information do we collect?

The information we will collect about you includes:

- names, date of birth, addresses, 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
- health fund details.

### Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us 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 will collect your personal information:

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.

Information can also be collected through;

- MyHealth Record system, eg via Shared Health Summary, Event Summary.
- Electronic Transfer of Prescriptions (eTP)

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3. We may also collect your personal information when you send us an email or SMS, telephone us, make an online appointment.
4. 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
  - your health fund, Medicare, or the Department of Veteran's Affairs (as necessary).

## Who do we share your personal information with?

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. Specifically with the Country Primary Health Network for quality improvement and health planning. Information given to the PHN is always de-identified. These third parties are required to comply with APP's and 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, through Electronic Transfer of Prescriptions (eTP), MyHealth Record (eg via Shared Health Summary, Event Summary).

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

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

Our practice will not use your personal information for marketing any of our 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 our practice in writing.

## How do we store and protect your personal information?

Your personal information may be stored at our practice in an electronic format on our medical record system. All hard copy records received will be converted into an electronic format and imported into your electronic medical record. Following importation, all original hard copies will be destroyed.

Our practice is in possession of historical paper medical records dating back to before the use of the electronic medical record system. Where relevant, these records have been converted to an electronic format and imported into the electronic medical record.

X-rays and CT scans are considered the property of the patient. Our practice will attempt to return these third party documents to the patient for patients to store privately.

Our practice stores all personal information securely.

- All electronic medical records are password protected and can only be accessed by authorised personnel.
- Hard copy records are stored securely in a locked environment.
- All staff and contractors sign strict confidentiality agreements and understand the importance of

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maintaining your privacy.

## 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.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing through use of the [Patient Request for Access to Personal Information Form](#) and our practice will respond within a reasonable time. Identification may also be requested to ensure that a false application is not lodged.

Under normal circumstances this practice will provide a patient with access to their personal information within 30 days of receiving a request for access.

There will be no fee associated with lodging a request for access, however, an administration fee may be charged as set out in the Request for Access application.

Patients will be provided with an opportunity to discuss their personal information with an appropriate member of staff when access is sought, however a fee for the doctor's time may be charged. The provision of access to a patient's personal information will be undertaken in a way that is appropriate to the person's particular circumstances, eg. use of interpreters.

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 your personal information held by our practice is correct and up-to-date.

## Use of Artificial Intelligence (AI)

Our practice uses Artificial Intelligence (AI)-enabled tools and technologies to support administrative, operational, and clinical functions. These tools are used to improve efficiency, accuracy, and quality of services, and may include (but are not limited to) assistance with documentation, communications, data analysis, *note taking* and quality assurance.

### Handling of Personal Information

Where AI tools process personal or sensitive information, we take reasonable steps to ensure:

- Personal information is handled in accordance with this Privacy Policy and the **Privacy Act 1988 (Cth)** and **Australian Privacy Principles (APPs)**
- AI systems are used only for legitimate practice purposes
- Appropriate safeguards are in place to protect confidentiality, security, and integrity of information

AI tools used by the practice do **not** make final clinical, diagnostic, or treatment decisions.

### Third-Party AI Providers

Some AI tools may be provided by third-party service providers. Where this occurs:

- We take reasonable steps to ensure providers have appropriate privacy, security, and data-handling standards
- Personal information is shared only where necessary and only for the intended purpose
- Information may be stored or processed in Australia or overseas, in accordance with applicable privacy laws

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## *Data Security and Governance*

We implement technical and organisational measures to reduce risks associated with AI use, including access controls, staff training, and regular review of AI systems to ensure appropriate use.

All data is encrypted in transit using TLS 1.2/1.3, and data is deleted after a set period in line with ISO 27001 and organisational requirements. Secure deletion processes are applied, and data cannot be restored.

## *Your Rights*

You may request further information about our use of AI in relation to your personal information, or raise concerns, by contacting us using the details set out in this Privacy Policy.

## **How can you lodge a privacy related complaint, and how will the complaint be handled at our 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.

All written notices or requested should be directed to:

Julie Lewcock, Operations Manager

Postal Address Clare Medical Centre  
PO Box 237  
Clare SA 5453

Email [cmc@claremedical.com.au](mailto:cmc@claremedical.com.au)

Phone 8841 3777

If you are not satisfied with our response, you can contact the Health & Community Services Complaints Commissioner.

Health & Community Services Complaints Commissioner  
Level 4, East Wing, 50 Grenfell Street, Adelaide 5000  
Phone: 8226 8666

You may also contact the Office of the Australian Information Commissioner (OAIC). Generally the OAIC will require you to give them time to respond, before they will investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 336 002.

## **Policy review statement**

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Any significant changes to the policy will be notified on our website, through our practice information sheet and through notices in the waiting room.