

# Greenslopes Family Practice Privacy Policy

**Current as of: 3/6/2026 – review date 3/6/2027**

## **Introduction:**

Greenslopes Family Practice is bound by the Privacy Act 1988 and the Australian Privacy Principles (APP). APP5 requires our practice to have a document that clearly sets out its policies on handling personal information, including health information.

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 the Practice Manager on (07) 3397 1875 or by email [practicemanager@gfpgreenslopes.com.au](mailto:practicemanager@gfpgreenslopes.com.au)

## **2. When and why is your consent necessary?**

When you register as a patient of this practice, you provide consent for the GPs and practice staff to access and use your personal information to facilitate the delivery of healthcare. Access to your personal information is restricted to practice team members who require it for your care. If we ever use your personal information for purposes other than outlined in this document, we will obtain additional consent from you.

It is important to us that as our patient, you understand why we collect and use your personal information.

By acknowledging this Privacy Policy you consent to us collecting, holding, using, retaining and disclosing your personal information in the manners described below.

## **3. What is a Medicare Record?**

Your medical record is a comprehensive collection of your health information which includes your medical history, diagnosis, treatments, immunisations, medications and test results. It also includes correspondence written to and received from external health providers. This information is required so your doctor has a full understanding of your health history and assists in making informed decisions about your treatment. This information is also important for continuity of care if your usual provider is not available.

## **4. 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.

## 5. What personal information is collected?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details including email addresses
- 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 or Medicare details.

## 6. Can you deal with us anonymously?

You can 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. In line with Australian Privacy Principle 2 (APP2) we will request that you provide identification in these instances where this is not practical.

## 7. 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 either by SMS contact using our booking software or in person using a paper form. The practices collection statement is attached to both registration forms.

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

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 medical services, further personal information may be collected via:
  - electronic prescribing
  - My Health Record
  - online appointments.

Various types of images may be collected and used, including:

- **CCTV footage:** Collected from our premises for security and safety purpose
- **Photos and medical images** – With your consent these may be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images

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

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).

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. 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. You can let reception staff know if you do not want your de-identified information included.

## 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 document automation technologies are used through secure medical software **Best Practice**.

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?

Some practitioners may use an AI scribe tool to support GPs take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. The practice AI scribe service which may be used is Heidi, an AI Medical scribe that complies with the Australian Privacy Laws.

- Heidi does not share information outside of Australia. All user and patient data is processed and securely hosted on servers located within Australia.
- Audio recordings for scribe notes are not saved permanently and are processed in real-time.
- Heidi removes sensitive, personal identifying information as part of the transcription

The practice will only use data from our digital scribe service to provide healthcare to you.

Prior to using AI scribe during your consultation, the doctor will gain your consent for the use of the AI Scribe prior to the commencement of your consultation. The use of AI Scribe is voluntary, and you can opt out at any time including during your consultation. The clinical notes generated are considered drafts and require the treating doctor to review, edit, and approve them using their clinical judgement.

## 12. How is your personal information stored and protected?

Your personal information may be stored in various forms.

The practice stores all personal information securely. Your personal information may be stored at our practice in various forms, This may include paper record, electronic record, visual record (e.g. x-rays, CT scans and photos), fax or audio records,

Our practice stores all personal information securely as part of your health record. For each patient we have an individual patient health record (electronic, paper or combination of both , 'Hybrid') containing all clinical information held



by our practice relating to that patient, The practice ensures the protection of all information contained therein. Our patient health records can be accessed by an appropriate team member when required. We also ensure information about a patient in different records (e.g. at a residential aged care facility) is available when required.

The use of CCTV is in operation for security purposes. Visual recordings are kept for up to two weeks and no audio is heard. The camera locations are in the following areas –

- The front of the practice/ upstairs entrance;
- Upstairs reception desk facing the front entry;
- The carpark and
- The back of the practice (downstairs entryway)

### **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 patients may request access to their medical records. It is a policy of the practice that an appointment is made to see your regular doctor to access a copy or any part of your medical record. If this is not possible we will ask you to put your request in writing including –

- Your name and address
- The health information you want
- How you would like to access health information (such as, by email, paper copies or if you just want to look at the information)
- If you authorize a person or organization to access your health information on your behalf

The practice will respond to any requests to access or correct your personal information within 30 working days. An administrative fee may apply and this cost will be advised prior to release of your medical information.

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 via [practicemanager@gfpgreenslopes.com.au](mailto:practicemanager@gfpgreenslopes.com.au)

### **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. We will then attempt to resolve it in accordance with the resolution procedure. You can email your concerns to [practicemanager@gfpgreenlopes.com.au](mailto:practicemanager@gfpgreenlopes.com.au) or by mail to the following address:

7 Plimsoll Street, Greenslopes Qld 4120

If you do not feel we have resolved your issue You may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give them time to respond before they investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

## 15. How is privacy on the website maintained?

At Greenslopes Family Practice any personal information you share with us through website, email, and social media, is handled securely and confidentially. This practice uses analytics and cookies. Any information sent via email will only be sent with the use of encryption. While we endeavour to ensure our website is as secure as possible we cannot guarantee the complete safety and security of our website as the world wide web is not a secure medium. Greenslopes Family Practice is not liable for any interference or damage to a user's computer system, software or data occurring in connection with the website, Visitors to our website are responsible for ensuring they take appropriate measures that their computer is protected against third party interference whilst on the web.

*External links to other websites – Our website may contain links to external websites which Greenslopes Family Practice adds to improve the service we offer and expand upon the information readily available to you (e.g. appointment booking platforms). Once you click on a link and navigate to another site our privacy policy is no longer in effect. Users are recommended to familiarise themselves with the privacy policies on external sites. Recommendations or views purported on these websites are not necessarily reflective of those of Greenslopes Family Practice.*

## 16. Policy review statement

Our privacy policy is reviewed annually or earlier if necessary to ensure compliance with current obligations.

If any changes are made:

- They will be reflected on the website and copies of our policy available at reception
- 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.

We inform our patients about our practice's policies regarding the collection and management of their personal health information via:

- Hard copy of our privacy policy at reception
- Our practice information sheet
- New patient forms
- The practice website
- Verbally if appropriate