



Alsalam

M E D I C A L

Privacy Policy

Accreditation

Alsalam Medical Centre PTY LTD

1106 Stud Road Rowville 3178
P: (03) 9764 8440 | F: (03) 9764 8443
reception@alsalammedical.com.au
www.alsalammedical.com.au

Exported on: 11/08/2025

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1 Privacy Policy – Version V4.0

Last Revision Date: 08 Nov 2025

Next Review Date: 14 Nov 2026

Approved by: Dr. Iman Elshenawy

1.1 1. Introduction

Alsalam Medical Centre (“the Practice”, “we”, “us”, “our”) is committed to ensuring that patients who receive care from our Practice are comfortable in entrusting their health information to us.

This policy explains how we collect, use, hold, and share your personal information (including your health information), and the circumstances under which we may disclose it to third parties.

We handle your personal information responsibly and in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and the **Health Records Act 2001 (Vic)**.

We train all staff in the application of this policy and review our systems and processes regularly to ensure compliance.

1.2 2. When and Why Your Consent Is Necessary

When you register as a patient of our Practice, you provide consent for our GPs and authorised staff to access and use your personal information so that we can provide you with the best possible healthcare. Access is restricted to staff who need to see your information for clinical or administrative purposes.

If we wish to use your information for purposes unrelated to your care or the normal business operations of the Practice, we will seek additional consent from you.

1.3 3. Why We Collect, Use, Hold and Share Your Personal Information

We collect, use, hold, and share your personal information primarily to manage your healthcare, including diagnosis, treatment, and follow-up.

Other related uses include:

- Billing, claims, and payments (e.g. Medicare, health fund)
- Practice audits, accreditation, and quality improvement
- Staff training and business operations
- Referral generation using document automation (extracting only relevant medical information)
- Secure messaging via approved systems
- Population health reporting (using de-identified data)

You can choose what information is shared and what remains held by the Practice.

1.4 4. What Personal Information We Collect

We may collect:

- Names, date of birth, addresses, and contact details

- Medical information including history, medications, allergies, adverse events, immunisations, social and family history, and risk factors
 - Medicare number (for identification and claiming)
 - Healthcare identifiers
 - Health fund details
 - Payment information (if required)
 - Information gathered from your interactions with us via phone, email, SMS, online booking or social media
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1.5 5. 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
 - We are required by law to only deal with identified individuals.
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1.6 6. How We Collect Your Personal Information

We collect personal information in several ways:

- During registration when you first attend the Practice
 - While providing medical services
 - Through e-prescriptions, My Health Record, Shared Health Summaries, or Event Summaries
 - From your guardian, responsible person, or other healthcare providers (specialists, hospitals, allied health, pathology or imaging services)
 - From Medicare, health funds, or the Department of Veterans' Affairs (if required)
 - From our website, online booking systems, or secure email communication
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1.7 7. When, Why and With Whom We Share Your Personal Information

We may share your information:

- With third-party providers working with our Practice for business purposes (e.g. accreditation agencies, IT providers)
- With other healthcare providers involved in your care
- When required or authorised by law (e.g. subpoenas, disease notifications)
- To prevent or lessen a serious threat to life, health or safety
- To assist in locating a missing person
- To establish, exercise or defend an equitable claim
- For confidential dispute resolution processes

Other than for the above, we will not share your personal information with third parties without your consent.

We will not transfer your information outside Australia without your consent.

We will not use your personal information for direct marketing without your express consent.

You may opt out of direct marketing by notifying the Practice in writing.

We may provide **de-identified data** to improve population health outcomes.

This information is securely stored within Australia and cannot be used to identify you.

You can request to be excluded from de-identified data sharing.

1.8 8. AI and Transcription / Automation Clause

1.8.1 8.1 Purpose and Scope

Alsalam Medical Centre may use AI-powered transcription or documentation tools (“AI Scribes”) to assist in recording and summarising patient consultations, referral letters, and related medical documentation.

This technology helps ensure accurate and efficient note-taking while allowing clinicians to focus more on patient interaction.

1.8.2 8.2 Guiding Standards and Consent

Our use of AI tools follows the **RACGP 2025 Guidelines for Artificial Intelligence (AI) in General Practice** and the **RACGP Fact Sheet on AI Scribes**.

Key principles include:

- The **clinician remains responsible** for the accuracy of all documentation.
- Patients will be **informed and must consent** before AI transcription or summarisation tools are used.
- The AI tool must comply with **Privacy Act 1988 (Cth)** and **Health Records Act 2001 (Vic)**.
- All data must be stored securely, encrypted, and retained only as required by legislation.

References:

- RACGP Fact Sheet: *Artificial Intelligence (AI) Scribes*
([racgp.org.au/running-a-practice/technology/artificial-intelligence-ai/artificial-intelligence-ai-scribes](https://www.racgp.org.au/running-a-practice/technology/artificial-intelligence-ai/artificial-intelligence-ai-scribes)¹)
- RACGP Position Statement: *AI in Primary Care*
([racgp.org.au/advocacy/position-statements/view-all-position-statements/clinical-and-practice-management/artificial-intelligence-in-primary-care](https://www.racgp.org.au/advocacy/position-statements/view-all-position-statements/clinical-and-practice-management/artificial-intelligence-in-primary-care)²)

1.8.3 8.3 Patient Consent and Options

Before using an AI tool in a consultation:

- You will be informed that an audio recording and/or AI transcription may occur.
- You will be asked to give consent, which can be withdrawn at any time.
- Declining AI transcription will not affect your care.
- You can request that only traditional documentation methods be used.

1.8.4 8.4 Data Handling and Risk Mitigation

- Recordings, transcripts, and AI-generated notes form part of your medical record.
- All files are encrypted and stored securely within Australia.
- Access is restricted to authorised clinical staff only.
- Vendors must demonstrate compliance with Australian privacy laws and offer guarantees regarding encryption, data retention, and deletion.
- Routine audits will review AI performance, accuracy, clinician oversight, and patient feedback.

1.8.5 8.5 Limitations

- AI tools may occasionally generate inaccuracies or omissions.

1. <https://www.racgp.org.au/running-a-practice/technology/artificial-intelligence-ai/artificial-intelligence-ai-scribes>

2. <https://www.racgp.org.au/advocacy/position-statements/view-all-position-statements/clinical-and-practice-management/artificial-intelligence-in-primary-care>

- Clinicians will always verify notes before they become part of your record.
 - AI tools **do not replace clinical judgment** or the clinician–patient relationship.
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1.9 9. How We Store and Protect Your Personal Information

Your personal information is stored electronically in secure systems that comply with **RACGP Computer and Information Security Standards**.

We ensure:

- Systems and software are updated regularly with security patches.
- Paper records are converted to electronic form and securely disposed of.
- Access is password-protected and restricted by user role.
- All staff and contractors sign confidentiality agreements.
- Encrypted backups are maintained, and secure data destruction occurs when information is no longer needed.

Reference:

[RACGP Computer and Information Security Standards](#)³

1.10 10. Accessing and Correcting Your Information

You may request access to or correction of your personal information.

- Requests must be made in writing to reception@alsalammedical.com.au⁴.
 - We will respond within 14 days.
 - A small administration fee may apply.
 - We will take reasonable steps to correct inaccurate or outdated information.
 - From time to time, we may ask you to confirm that your information is current.
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1.11 11. Complaints and Privacy Concerns

We take privacy concerns seriously.

Please submit any complaints in writing to reception@alsalammedical.com.au⁵.

We will respond within **30 business days**.

If you are not satisfied with our response, you may contact:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au⁶

Phone: **1300 363 992**

1.12 12. Website and Online Services

- Our website may use **Google Analytics** for service improvement.
 - You can opt out at any time.
 - We do not use analytics data for marketing or medical decision-making.
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3. <https://www.racgp.org.au/running-a-practice/technology/information-security>

4. <mailto:reception@alsalammedical.com.au>

5. <mailto:reception@alsalammedical.com.au>

6. <https://www.oaic.gov.au>

- Online appointment, SMS, and email systems are protected by secure encryption.
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1.13 13. Closed Circuit Television (CCTV)

Alsalam Medical Centre uses CCTV to ensure the safety and security of patients, staff, and visitors.

Cameras operate in:

- Main entrance
- Driveway
- Reception
- Waiting Room
- Rear and front courtyard areas

Recordings are:

- Stored securely within the CCTV system
- Retained for a maximum of **6 months** unless required by law enforcement
- Accessed only by authorised staff

Footage may be released only:

- To police (for unlawful activity)
- To insurers or WHS investigators (for safety incidents)
- Under court order

CCTV is **not** used for staff performance monitoring.

1.14 14. Policy Review Statement

This policy will be reviewed regularly and updated as required by legislation or RACGP guidelines. The latest version will always be available on our website and at reception upon request.
