



## Paddington Doctors Privacy Policy

Current as of: August 2025

### 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.

We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the *Privacy Act 1988 (Cth)*, the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to as privacy legislation).

### Why and when your consent is necessary

When you register as a patient of Paddington Doctors, 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 (for example: staff training).

### What personal information do we collect?

The information we will collect about you includes your:

- 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 may collect your personal information in several different ways.

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the provision of medical services, we may collect further personal information which will be recorded in your patient file.
- During your consultation your GP may use an **Artificial Intelligence (AI) program, known as “Heidi”, to help accurately capture medical information.** If so, you will be asked to give your informed consent prior to each consultation. Heidi provides a summary of the consultation which is reviewed by your GP then saved into your electronic record. The information is then deleted from the server. Your GP will continue to provide clinical and personal context for the information collected and be responsible for any clinical decisions. The “Heidi” program is compliant with Australian Privacy

Principles and the Privacy Act. Data is encrypted and securely stored on servers located within Australia. You may decline consent to the use of AI at any time.

- Information can also be collected through electronic transfer of prescriptions (e-scripts), and My Health Record. For example, via a Shared Health Summary or Event Summary.
- 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. 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 Veterans' Affairs (as necessary).
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### **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 APPs 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 confidential dispute resolution process
- When there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- During the provision of medical services, My Health Record (eg via Shared Health Summary, Event Summary). Only people who need to access your information will be able to do so.
- Other than while 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.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organizations to improve population health outcomes. The information is secure, patients cannot be identified, and the information is stored within Australia. You can let our reception staff know if you would like to opt out of sharing your personal information.

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

Your personal information will be stored at our practice as electronic records. We aim to use as little paper as possible therefore no written records are held in the Practice.



Our practice stores all personal information securely. In our practice we use electronic information systems accessible only with secure passwords. All staff and contractors sign confidentiality agreements.

### **Do you have any CCTV cameras within the practice premises?**

For the safety of staff, contractors, lessees, patients, and visitors, CCTV cameras have been installed. Signage informing staff, patients and visitors is visible on entering the reception area. Footage is live and stored locally for a period of approximately 14 days. CCTV footage may be disclosed as part of a police investigation to investigate or prevent crime in the Practice, the consent of individuals may not be required if access to the footage is reasonably necessary to a police investigation.

### **What happens to my credit/debit card details?**

Paddington Doctors does not store your credit or debit card information. We use Automed, our appointment software, to handle online bookings. Our Automed account is linked to Tyro ([www.tyro.com](http://www.tyro.com))

Tyro will store your credit card details using their bank grade encryption. Utilising a tokenised system, Tyro will issue a token to Paddington Doctors to act on behalf of the practice or contractor to facilitate a transaction for their services to you. Therefore, in the unlikely event that our systems are compromised, your credit card details will remain secure.

### **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 and our practice will respond within a reasonable time within 14 days. Some requests may incur an administration fee.



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 our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Office Manager: [reception@paddingtondoctors.com](mailto:reception@paddingtondoctors.com)

### **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. Please contact Michelle Horswood, Practice Manager:

[pm@paddingtondoctors.com](mailto:pm@paddingtondoctors.com)

or in writing to Paddington Doctors, 266 Oxford Street, Paddington, NSW, 2021.

This matter will be dealt with, and a response sent within 28 days.

You may also contact the 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 363 992

### **Policy review statement**

This privacy policy will be reviewed annually to ensure it is in accordance with any changes that may occur. An up-to-date copy of our Privacy Policy is available via our website.