

Cumberland Street Clinic

Privacy Policy

1. Purpose

This policy outlines how Cumberland Street Clinic manages personal and health information in accordance with applicable privacy legislation and accreditation standards.

2. Legislative Framework

This practice complies with:

- The Privacy Act 1988
- The Australian Privacy Principles (APPs)
- The Health Records and Information Privacy Act 2002

This policy is consistent with the privacy and health information management requirements of the Royal Australian College of General Practitioners Standards for General Practices.

3. Collection of Information

We collect personal and health information necessary for the provision of healthcare services, including:

- Patient identification and contact details
- Medical history, medications, allergies, and clinical information
- Medicare and billing details

Information is collected directly from patients where practicable, or from third parties with patient consent or as otherwise permitted by law.

4. Use and Disclosure

Personal and health information is used for:

- Assessment, diagnosis, and treatment
- Communication with patients and relevant healthcare providers
- Administrative and billing purposes
- Deidentified health data is shared with the local Primary Health Network for quality improvement and outcome research.

Cumberland Street Clinic

Information is disclosed only:

- With patient consent
 - Where required or authorised by law
 - Where necessary to lessen or prevent a serious threat to life, health, or safety
-

5. Data Quality and Security

The practice takes reasonable steps to:

- Ensure information is accurate, complete, and up to date
- Protect information from misuse, interference, loss, unauthorised access, modification, or disclosure

Information is stored securely in electronic systems with access restricted to authorised personnel.

6. Access and Correction

Patients may request access to their health information and request corrections where necessary. Requests are managed in accordance with legislative requirements and within a reasonable timeframe.

7. Website and Digital Privacy

The practice website may collect non-identifiable information such as IP address, browser type, and usage data.

Cookies may be used to support website functionality and user experience. Patients may adjust browser settings to disable cookies, noting this may affect functionality.

8. Online Booking System

The practice uses Automed for appointment management.

Information collected via online bookings is:

- Limited to what is necessary for scheduling and patient identification
 - Stored securely within the system
 - Managed in accordance with Australian privacy legislation
-

Cumberland Street Clinic

9. Clinical Documentation Tools

The practice may use secure AI-supported clinical documentation tools, including Lyrebird and Heidi.

These tools:

- Assist clinicians in recording consultations
- Operate under strict privacy and security controls
- Do not replace clinical judgement

Use of such tools is consistent with maintaining confidentiality and data security obligations.

10. CCTV Surveillance

CCTV may be in use within practice premises for safety and security purposes.

- Surveillance is limited to public areas of the practice
 - Recordings are securely stored
 - Access is restricted to authorised personnel
 - Footage is used only for security or as required by law
-

11. Confidentiality

All staff and practitioners are required to maintain patient confidentiality at all times.

Patient information must not be disclosed to unauthorised persons, including family members, without patient consent unless permitted by law.

12. Staff Obligations

All staff:

- Receive training in privacy and confidentiality
- Are required to comply with this policy
- Sign confidentiality agreements as a condition of employment

Confidentiality obligations continue after employment ceases. Breaches may result in disciplinary action.

Cumberland Street Clinic

13. Complaints Management

Privacy-related complaints should be directed to the practice:

Cumberland Street Clinic

Phone: (02) 49903222

Email: practicemanager@cumberlandstreetclinic.com.au

The practice will:

- Acknowledge the complaint promptly
- Investigate the matter
- Provide a written response within a reasonable timeframe

If the outcome is unsatisfactory, complaints may be escalated to the Office of the Australian Information Commissioner.

14. Policy Review

This policy is reviewed regularly to ensure ongoing compliance with legislative and accreditation requirements.