

PRIVACY POLICY DOCUMENT

Introduction

We are committed to protecting the privacy of patient information and to handling personal information responsibly 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 (collectively referred to as "privacy legislation").

This Privacy Policy explains how personal information is collected, used, and disclosed, how individuals may access or request corrections to their information, and how complaints regarding privacy can be made.

This Privacy Policy is current as of October 2025. From time to time, changes may be made to policies, processes, or systems in relation to the handling of personal information. This Privacy Policy will be updated to reflect any such changes, which will be available on our website and in the practice.

Collection

Information necessary and relevant to providing medical care and treatment, and to managing the medical practice, is collected. This may include name, address, date of birth, gender, health information, family history, credit card and direct debit details, and contact details. Information may be stored electronically in the medical records system and/or in handwritten medical records.

Wherever practicable, information is collected directly from the patient. However, information may also be obtained from other sources such as treating specialists, radiologists, pathologists, hospitals, or other health care providers.

Information may be collected in various ways, such as over the phone, in writing, in person during consultations, or online. This may be carried out by both medical and non-medical staff.

In emergency situations, information may also be collected from relatives or friends.

Certain medical records must be retained by law for specified periods of time, depending on the patient's age when services are provided.

Use and Disclosure

Personal information is treated as strictly private and confidential. It is used or disclosed only for purposes directly related to patient care and treatment, or in ways reasonably expected for ongoing care. For example, disclosing blood test results to a specialist or requesting imaging such as x-rays.

In some circumstances, personal information may be permitted or required by law to be disclosed to third parties. Examples include Medicare, Police, insurers, solicitors, government regulatory bodies, tribunals, courts of law, hospitals, or debt collection agents. Statistical data may also be provided to third parties for research purposes.

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Information may be disclosed to external contractors who carry out activities on behalf of the practice (e.g. IT service providers, solicitors, or debt collection agents). These contractors are bound by strict security and confidentiality requirements and must not use patient information for any purpose other than the contracted activity.

Data Quality and Security

Reasonable steps are taken to ensure that personal information is accurate, complete, up to date, and relevant. Patients may be asked to confirm contact details when attending a consultation, and are requested to notify the practice if any information is incorrect or outdated.

Personal information is protected by:

- applying passwords and varying access levels on databases to limit access and protect electronic information from unauthorised interference, access, modification, or disclosure; and
- providing locked cabinets and rooms for the storage of physical records.
- securing premises

Use of SMS and Email

If an email address or mobile phone number has been provided, the practice may use SMS or email to contact patients when necessary. Patients who prefer not to be contacted through these methods may advise the practice, and alternative communication methods will be used.

Corrections

If any information held is believed to be inaccurate, incomplete, or out of date, patients are requested to notify the practice in writing (see details below).

Access

Patients are entitled to request access to their medical records. Requests should be submitted in writing, and responses will be provided within a reasonable timeframe.

An administrative fee may apply for the retrieval and provision of copies of medical records.

Access may be denied in circumstances permitted by law — for example, where disclosure could pose a serious threat to health or safety. In such cases, reasons will be provided along with available options to respond to the decision.

Complaints

Complaints about the privacy of personal information should be submitted in writing. Complaints will be reviewed, and the matter will be addressed in accordance with the practice's complaints handling procedures.

If dissatisfied with the handling of a complaint or its outcome, individuals may escalate the matter by lodging an application with the Australian Information Commissioner or the relevant State or Territory Privacy Commissioner.

Overseas Transfer of Data

An offshore-based web designer and typist may have access to limited personal information, and are required to maintain confidentiality. Personal information will not be released overseas without patient consent, unless required by law.

Consent for use of an Artificial intelligence note taking tool during your consultation

Before proceeding with the appointment, patients are informed about an essential aspect of how consultations are documented.

A note-taking tool is utilised to accurately and efficiently capture the details of discussions and the outcomes of consultations with the doctor. The AI tool ensures that the doctor can focus more on the conversation and less on manual note-taking, thereby enhancing the quality of care received. Patient consent is crucial for the use of this technology. Please be assured, information will be handled with the utmost care and privacy, and the AI's use is solely aimed at improving the healthcare experience.

Agreement

By being given the opportunity to read this document, unless I contact the practice and express concerns about anything contained in this document

- I authorise the collection and disclosure of information to my GP or any health care provider or other institution involved in my care.
- I consent to communication via SMS and email for purposes of appointments and relating to healthcare, this is not for marketing material.
- I understand I can withdraw my consent at any time by contacting administration
- I agree to allow the doctor to use the AI note taking tool during the consultation.