



Practice Privacy Statement

Current as of: July 2026

This Practice complies with Privacy Act (1988, updated December 2001). This directs the way we collect, store and use and disclose your health information. Detailed brochures outlining the privacy act and how it applies to our relationship with you are available from reception. Please take one, peruse it and inquire if you have any concerns or want more information. If you wish for your records to be sent to or from another Practice we will always ask you to sign a consent form.

Privacy Policy

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.

Why and when your consent is necessary?

When you register as a patient of our practice, 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 any other purpose, 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 education, accreditation, and business processes (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes:

- names, date of birth, email and other 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, concession card, pensioner card 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 will collect your personal information:

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During providing medical services, we may collect further personal information such as My Health Record via Share Health Summary & 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 Veteran's Affairs (as necessary).

Who do we share your personal information with?

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, with other healthcare providers, when it is required or authorised by law (e.g. court subpoenas). These third parties are required to comply with Australian Privacy Policy and this Policy.
- 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 the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), MyHealth Record/PCEHR system (e.g. via Shared Health Summary, Event Summary).

Only people that need to access your information will be able to do so. Other than in the course of 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.



How is document automation 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 referral, which are sent to other healthcare providers. These documents contain only your relevant medical information.

These document automation technologies are used through our 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](#).

How are Artificial Intelligence (AI) Scribes used?

Some of our GP's use an AI scribe tool to support note taking 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 is Heidi AI.

Heidi AI

- does not share information outside of Australia
- destroys the audio file once the transcription is complete.
- 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.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. The records from Holland Park Family Medical Practice, and electronic records, also visual (such as CT scans, X-rays, photos) where applicable.

Our practice stores all personal information securely. Only authorized people/clinical staff have access with individual passwords.

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 either hand in to us in person, post, fax or email and our practice will respond within a reasonable time.

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 up-to-date.

You may also request that we correct or update your information, and you should make such requests either by speaking to staff members directly, phoning or writing to Andrea Hewitt (Practice Manager) or by email:

practicemanager@hpfmp.com.au

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.

- You can write an email to the Practice Manager, practicemanager@hpfmp.com.au
- You can send a letter to Practice Manager, Holland Park Family Medical Practice at 1000 Logan Road, Holland Park QLD 4121
- You can contact us on 07 3324 1677

The action or investigation against your complaint will take about 30 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 or call the OAIC on 1300 363 992. In addition, you may also contact the Health Ombudsman via phone 13 36 46, email complaints@oho.qld.gov.au (complaints@oho.qld.gov.au) or you can visit their website .

Policy review statement

The policy will be reviewed regularly to ensure it is in accordance with any change that may occur.

Disclaimer

The template policy is intended for use as a guide of a general nature only and may or may not be relevant to particular practices or circumstances. The Royal Australian College of General Practitioners (RACGP) has used its best endeavours to ensure the template is adapted for general practice to address current and anticipated future privacy requirements. Persons adopting or implementing its procedures or recommendations should exercise their own independent skill or judgement, or seek appropriate professional advice. While the template is directed to general practice, it does not ensure compliance with any privacy laws, and cannot of itself guarantee discharge of the duty of care owed to patients. Accordingly, the RACGP disclaims all liability (including negligence) to any users of the information contained in this template for any loss or damage (consequential or otherwise), cost or expense incurred or arising by reason of reliance on the template in any manner.