

Privacy Policy

Current as at: February 2026 Review: February 2027

For enquiries concerning this policy contact – The Practice Manager - reception@mirandafp.com

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 to facilitate the delivery of healthcare. Access to your personal information is restricted to practice team members who require it for your care. If we need to use your information for purposes other than outlined in this document, we will seek additional consent from you.

Consent must be voluntary, informed, current and specific. You may update your consent at any time.

By acknowledging this Privacy Policy you consent to us collecting, holding, using, retaining and disclosing your personal information in the manners described.

Separate consent must be obtained for: Telehealth services, Recording, AI scribing, uploads to My Health Record, sharing information with third-party providers – eg insurance companies.

Why do we collect, use, hold and share your personal information?

This practice collects, uses, stores and shares your personal information primarily to manage your health safely and effectively. This includes providing healthcare services, managing medical records, and ensuring accurate billing and payments. Additionally, we may utilize your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standard.

Definition of a Patient Health Record

A patient health record, which is held at our Practice in electronic form, may include:

Contact and demographic information, allergies, current and past medical notes/history/prescriptions/immunisations, test results, reports from specialists and allied health, workers compensation information, social history, family history and risk factors.

What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details, email address and other demographic information.
- 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 identifier numbers

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. You can send us a letter (details at top of page) or leave a note in our suggestion box, located in our waiting room.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information through electronic transfer of prescriptions (eTP), My Health Record, eg via Shared Health Summary, Event Summary.
3. We also collect your personal information when you visit our website, send us an email, telephone us or make an online appointment.

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).
- Medical images – eg Doctor using dermatoscope to record moles. Image is synced direct to our server, and then transferred to our scanning computer for saving into the patient's file.
- When collecting your information we will always comply with privacy obligations when collecting personal information from third-party sources. This includes ensuring transparency with patients, obtaining necessary consents, maintaining data accuracy, securing the information, and using it only for specified purposes.

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 (eg referral letters)
- 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 (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Our computer programs for clinical and administration are all password protected with role-based access controls.

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.

Referrals – Our practice uses document automation to create documents such as referrals in each individual patient's file, which will only contain the relevant medical information. This document automation is through our secure medical software Best Practice.

Referrals are sent to the patient or third parties via our clinical software, which uses an encryption process. On occasions referrals maybe emailed direct to the patient or third party, with the patient's consent.

Doctors in this Practice, with your consent, may use on site recordings or AI Scribes, for note taking. Any AI Scribes used are based in Australia, therefore all information is kept in Australia and not off-shore. Once the information is stored in your file the information is deleted. Patient is free to decline if desired.

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 organisations 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 do not want your information included.

This practice complies with the Australian privacy legislation and APPs to protect your information.

All data is stored and managed in accordance with the RACGP's Privacy and managing health information guidance.

How do we store and protect your personal information?

Your personal information is stored at our practice in electronic form.

Our practice stores all personal information securely. Our practice has confidentiality agreements in place for all staff and contractors.

Our computer programs for clinical and administration are all password protected with role-based access controls.

All our computers have malware protection. Our encrypted data storage is backed up daily. We have a secure online booking platform.

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. If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your doctor. There may be an attendance fee for this consult. Inaccurate information will be corrected or your concerns noted in the records if it is not possible or desirable to alter the original record.

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 a request in person or in writing.

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 email your complaint to the attention of the Practice Manager – reception@mirandafp.com or via post, Ground Floor 12 Central Road, Miranda NSW 2228 Phone 9540 1200. We will endeavour to resolve your complaint within 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

Resolving your concerns regarding the privacy of your health information
Further information on Privacy Legislation is available from:

Office of the Australian Information Commissioner 1300 363 992

Health Services Complaints Commissioner (Victoria) 1300 582 113

ACT Human Rights Commission 02 6205 2222

Information & Privacy Commission of NSW 1800 472 679

Privacy and our website

At Miranda Family Practice, any personal information you share with us through website or email is handled securely and confidentially. Our website uses antivirus software operated by the web host, which scans for & mitigates malware on the website. Our website does not use cookies. Our website has basic web analytics but that does not include online bookings. Online bookings through our web site to Best Practice uses cookies based on Australian privacy policies. They are used to function properly, improve user experience and analyse website traffic.

Functionality & Essential cookies: Are used to remember user preferences, keep you logged into the system, and ensure a smooth booking experience.

Analytical Cookies: Help measure traffic, understand how users navigate the site, and improve services.

Third Party & Marketing cookies: May be used for remarketing campaigns & via third-party vendors like google to show relevant ads, no personal information is provided to advertisers.

Security: Help secure the booking process.

If you are uncomfortable with the use of cookies, you can manage, block, or remove them through your browser setting, however disabling them may affect certain features of the website or booking service.

Policy review statement

This policy will be reviewed annually to ensure it is in accordance with any changes that may occur.

Next review date: February 2027

A copy can be accessed on our website or at the Practice.