

Kanahooka Road Medical Practice Dapto

Privacy Policy

Current as of: 25/05/2026

Reviewed: May 2026

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 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 (e.g. 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.

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.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, or make an online appointment.
4. 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).

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 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. 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.

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 may opt out of having your de-identified data used for research or quality improvement purposes at any time by notifying reception.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms such as electronic records which may include specialist letters, radiology scans, pathology etc.

We take reasonable steps to protect your information. These include:

- Secure servers and encrypted systems
- Password protected access
- Regular data backups
- Staff confidentiality training and agreements

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

All data, both electronic and paper are managed and retained with relevant legal requirements in accordance with the Royal Australian College of General Practitioners [Privacy and managing health information](#)

[guidance](#). When records are no longer required, they are securely destroyed or permanently de-identified.

How does the practice use Artificial Intelligence (AI)?

Our practice uses an AI scribe tool (Heidi) to assist with clinical notetaking. This involves audio recording of consultations. Audio recordings are deleted immediately after notes are transcribed. Data is encrypted in transit and at rest. All data is stored within Australia.

Your informed consent will be obtained before use. You may decline or request that the AI tool be switched off at any time without affecting your care. Heidi complies with the Australian Privacy Policies.

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 using the Transfer of Records form and our practice will respond within a reasonable time (30 days). The fees to produce records are \$50 for individual persons and \$80 for families.

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 practice manager in person.

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. The contact details of our practice are as follows:

Phone: (02) 4288 2535

Fax: (02) 4288 2536

Mailing address: 271 Kanahooka Road, Dapto NSW 2530

You may also use the web form on the 'Contact Us' section on our website.

The turnaround timeframe for the process is 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.

Privacy and our website

Our website may use cookies and analytics services to improve user experience and monitor website performance. Cookies are small files stored on your device. You can disable cookies through your browser settings, however some website features may not function correctly. Any information collected is generally de-identified and used for statistical purposes.

We collect information through the website, if a person contacts us through it. This is when they contact us regarding feedback and we deal with it according to our Patient Feedback policy and procedure.

We do not encourage email communication with patients because email is not a secure form of communication. While we take great care, there are risks associated with transmitting information via email. By communicating with us by email, you acknowledge and accept these risks.

Policy review statement

This privacy policy will be reviewed yearly or as required to ensure it is in accordance with any changes that may occur. We will notify patients through the website, waiting room noticeboard and an updated privacy policy agreement.