Privacy Policy

Introduction

This privacy policy provides 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.

For enquiries concerning this policy, you can contact claire@peppertreegp.com.au.

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.

It is important to us that as our patient, you understand why we collect and use your personal information.

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

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

Our 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 utilise your information for internal quality and safety improvement processes such as practice audits, accreditation purposes, and staff training to maintain high-quality service standards.

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. While providing medical services, we may collect further personal information via:
    a. Electronic transfer of prescriptions (eTP)
    b. My Health Record e.g. Shared Health Summary or Event Summary.
    c. Online appointments
3. 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.
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:
    a. your guardian or responsible person
    b. other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
    c. your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).
5. Photos and medical images (on practice owned devices).

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.

Associated Practice Location and Shared Medical Records

ROM MED PTY LTD (trading as GreenHills Health Hub) also operates from Peppertree GP Medical Centre, which is an **associated practice under the same management and clinical governance**.

To support continuity of care, both practice locations operate using a **shared secure clinical information system and patient database**. This means that authorised clinical and administrative staff at either location may access your medical record where it is necessary to provide healthcare services, manage appointments, or undertake administrative functions related to your care.

All patient information is managed in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**, as well as the privacy and confidentiality requirements outlined in the **RACGP Standards for General Practices**.

Access to patient records is limited to authorised personnel and is strictly controlled through secure systems and confidentiality obligations. Your personal health information will only be used or disclosed for purposes directly related to your care, or as otherwise permitted or required by law.

If you have any questions about how your health information is managed across our practice locations, please contact the Practice Manager.

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 Australian Privacy Principles and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g. 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) or My Health Record (e.g. Shared Health Summary or Event Summary).

Only people who need to access your information will be able to do so. Other than while 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.

Will your information be used for marketing purposes?

The practice will not use your personal information for marketing any 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 the practice in writing.

How is your information used to improve services?

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.

At times, general practices are approached by research teams to recruit eligible patients into specific studies which require access to identifiable information. You may be approached by a member of our practice team to participate in research. Researchers will not approach you directly without your express consent having been provided to the practice. If you provide consent, you would then receive specific information on the research project and how your personal health information will be used, at which point you can decide to participate or not participate in the research project.

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

These document automation technologies are used through secure medical software (Best Practice Premier and MyGPMPTool).

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?

The practice uses an AI scribe tool to support GPs to take notes 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 Scribe.

Heidi AI Scribe:

- 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.

Patients can opt out of the use of AI scribe during their consultation by informing their GP.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms including hard copy (x-ray films, letters and notes) and electronic records. It is the practice preference to store information electronically

Our practice stores all personal information securely. Our staff regularly change their passwords and sign and adhere to confidentiality policies and procedures. All documents are stored in cabinets and shredded once they are no longer required.

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 by completing our Request for Records Form and our practice will respond within 10 business days. There may be an administration cost to cover postage and production of documents. The postage fee will be based on the Australia Post fees and the administration fee will not exceed $30 per person, per request. This fee is only payable once the request has been processed.

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 info@greenhillshealthhub.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. Please email any concerns or complaints to our Practice Manager:

Claire Grant
GreenHills Health Hub
Suite 1, 28 Mitchell Drive, East Maitland, NSW. 2323.
claire@peppertreegp.com.au.

All emails will be acknowledged within 2 business days, and you may be asked to provide more information, speak over the phone or meet with our Practice Manager to address your concerns.

You may also contact the Office of the Australian Commissioner (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

How is privacy on the website maintained?

At GreenHills Health Hub, any personal information you share with us through our website, email, and social media, is handled securely and confidentially. This practice uses analytics and cookies.

Policy review statement

This policy is reviewed annually or as required due to changes in legislation etc. Changes to this policy will be publicised on our website.

Current as of:	20/04/2026	**Version:**	1.0
Amendments			
Date of amendment:	**Version:**	**Details of amendment:**	
20/04/2026	1.0	Original policy	