GREEN DOOR MEDICAL

PRIVACY POLICY

Effective date: 2 November 2026
Next review date: 2 November 2027

Practice: Green Door Medical Bargo
Address: 1 Noongah Street, Bargo NSW 2574
Telephone: 02 7229 1866
Fax: 02 7229 1861
Privacy Officer: Practice Manager

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1. OUR COMMITMENT TO YOUR PRIVACY

Green Door Medical Bargo (GDM) is committed to protecting the privacy, confidentiality and security of the personal information and health information entrusted to us.

We understand that your health information is highly personal and sensitive. We take our responsibilities seriously and manage your information in accordance with applicable privacy legislation, including:

- Privacy Act 1988 (Commonwealth).
- Australian Privacy Principles (APPs).
- Health Records and Information Privacy Act 2002 (NSW).
- Other applicable Australian and NSW privacy legislation.

This Privacy Policy explains how we collect, use, store, disclose and protect your personal and health information, and how you can access or request corrections to information held about you.

This policy applies to patients, prospective patients, website visitors and other individuals whose personal information we handle.

2. WHAT INFORMATION DO WE COLLECT?

The information we collect will depend on your circumstances and the services we provide.

Personal information

This may include:

- Full name, date of birth and gender.

- Residential and postal address.
- Telephone numbers and email address.
- Medicare and Department of Veterans' Affairs details.
- Emergency contact details.
- Next of kin and authorised representatives.
- Relevant demographic and administrative information.

Health information

Health information is classified as sensitive information and may include:

- Medical history and current health conditions.
- Medications and allergies.
- Test results, pathology and imaging reports.
- Clinical observations and examination findings.
- Treatment plans and referrals.
- Mental health information.
- Family medical history.
- Specialist and hospital correspondence.
- Information relating to pregnancy, reproductive health and other medical services.

We only collect information that is reasonably necessary for our functions and activities as a medical practice.

3. HOW DO WE COLLECT YOUR INFORMATION?

We may collect your personal and health information through:

- Registration and patient information forms.
- Face-to-face consultations.
- Telephone conversations.
- Online appointment bookings.
- Website enquiries or online forms, where available.
- SMS and electronic communications.
- Referrals from other healthcare providers.
- Pathology, imaging and specialist reports.
- Hospitals and other healthcare organisations.
- Medicare and other relevant government services.
- Other third parties involved in your healthcare.

Where information is received from another person or organisation, we will take reasonable steps to ensure you are aware of the collection, where required by law.

We will generally collect information directly from you wherever reasonable and practicable.

4. WHY DO WE COLLECT AND USE YOUR INFORMATION?

Your information is collected and used to provide appropriate medical care and manage the operations of our practice.

This may include:

- Providing medical consultations, diagnosis and treatment.
- Maintaining accurate and up-to-date medical records.
- Coordinating your healthcare with other providers.
- Preparing referrals, prescriptions and medical certificates.
- Requesting and reviewing pathology and imaging.
- Managing appointments and recalls.
- Processing Medicare and other eligible claims.
- Communicating with you about your healthcare.
- Managing billing and administrative requirements.
- Meeting professional, legal and accreditation obligations.
- Conducting clinical audits and quality improvement activities.
- Meeting mandatory reporting requirements.

Your information will not be used for an unrelated purpose unless you have consented or the use is otherwise permitted or required by law.

5. CONSENT TO COLLECTION OF HEALTH INFORMATION

As a medical practice, we collect sensitive health information as part of providing healthcare.

We will explain why information is required and obtain consent where required.

By providing information to our practice and seeking medical care, you acknowledge that your information will be collected and handled for the purposes explained in this policy.

Where express consent is required, particularly for the collection or disclosure of sensitive information for a secondary purpose, we will seek that consent.

You may withdraw your consent where applicable. However, withdrawing consent may affect our ability to provide certain services or treatment.

6. DISCLOSURE OF PERSONAL AND HEALTH INFORMATION

Green Door Medical Bargo respects the confidentiality of your medical records.

We will not disclose your personal or health information to another person or organisation unless:

- You have provided consent.
- The disclosure is for a purpose directly related to your healthcare and is permitted by law.
- The disclosure is required or authorised by legislation or a court order.
- A permitted general situation under the Privacy Act applies.
- The disclosure is otherwise permitted under applicable privacy legislation.

Information may be shared with:

- Other treating doctors and medical specialists.
- Hospitals and other healthcare providers.
- Pathology and diagnostic imaging providers.
- Allied health professionals involved in your care.
- Medicare and other relevant government agencies.
- Insurers and compensation providers, where authorised.
- Healthcare organisations involved in your treatment.
- Accredited clinical software and secure communication providers.

Only information reasonably necessary for the relevant purpose will be disclosed.

Electronic referrals and clinical correspondence may be transmitted through secure electronic messaging systems, including HealthLink.

7. SHARING INFORMATION WITHIN THE PRACTICE

Authorised doctors, nurses and administrative staff may access personal information where it is necessary to perform their duties.

All staff and contractors are required to maintain confidentiality and comply with the practice's privacy and security procedures.

Access to clinical records is restricted according to individual staff responsibilities.

Where patient information is used for clinical education, staff training, clinical meetings or quality improvement activities, information will be de-identified wherever practicable and appropriate.

8. CROSS-BORDER DISCLOSURE AND OVERSEAS SERVICE PROVIDERS

Green Door Medical Bargo may use third-party service providers to support its clinical, administrative and website operations.

Some providers may store, process or access information outside Australia.

Before using these services, we take reasonable steps to assess their privacy and security arrangements and their compliance with applicable privacy requirements.

Where personal information is disclosed to an overseas recipient, we will take reasonable steps to ensure the recipient handles the information in accordance with applicable Australian privacy requirements, unless an exception applies.

9. WEBSITE PRIVACY, COOKIES AND TRACKING TECHNOLOGIES

Our website is operated through the Wix website platform.

When you visit www.greendoormedical.com, certain technical information may be collected automatically to support the operation, security and performance of the website.

This information may include:

- Internet Protocol (IP) address.
- Browser type and operating system.
- Device information.
- Date and time of website visits.
- Pages visited and website navigation activity.
- Referring website information.
- Technical information relating to website performance.

Cookies

Cookies are small text files stored on your device when you visit a website.

Our website may use cookies and similar technologies for purposes including:

- Essential website functionality.
- Website security.
- Remembering website preferences.

- Measuring website performance.
- Understanding website traffic, where analytics services are enabled.

Some cookies may be provided by Wix or other third-party services integrated into our website.

Analytics and third-party tracking

Where enabled, website analytics services may collect information about how visitors use our website.

Third-party tracking technologies, including advertising pixels, may collect information about website activity and transmit it to external providers.

Green Door Medical Bargo recognises the additional privacy risks associated with tracking technologies on healthcare websites.

We will take reasonable steps to ensure that:

- Tracking technologies are appropriately assessed before use.
- Only information reasonably necessary for the relevant purpose is collected.
- Sensitive health information is not inadvertently collected or disclosed to advertising or social media platforms.
- Third-party tracking technologies are not used in a way that breaches Australian privacy requirements.
- Where express consent is required for the collection of sensitive information, that consent is obtained before collection.
- Appropriate information is provided to website visitors about data collection and tracking.

Where non-essential cookies or tracking technologies are used and consent is required or appropriate, visitors will be provided with an opportunity to accept or decline those technologies.

You can also manage cookies through your internet browser settings. Disabling certain cookies may affect website functionality.

Third-party websites

Our website may contain links to external websites and services, including online appointment booking services.

When you access an external website, that provider's privacy policy and terms may apply.

We encourage visitors to review the privacy policies of those services before providing personal information.

10. ONLINE APPOINTMENT BOOKINGS AND ELECTRONIC COMMUNICATIONS

Our website provides access to online appointment booking services.

Where you use an external booking provider, information supplied during the booking process may be collected and managed by that provider in accordance with its privacy arrangements.

We may also communicate with you electronically, including by SMS, telephone and other approved communication methods.

SMS messages may include:

- Appointment reminders.
- Appointment cancellations.
- Changes to doctor availability.
- Requests to contact the practice.
- Recall notifications.
- Urgent requests for follow-up.

You may request that we change your preferred communication method.

Please be aware that electronic communications may carry some privacy risks. You should advise reception if you have concerns about receiving health-related communications electronically.

11. ARTIFICIAL INTELLIGENCE (AI) SCRIBE TECHNOLOGY

Green Door Medical Bargo may use Heidi Health, an AI-assisted clinical documentation tool, to assist doctors with preparing consultation notes.

Where an AI scribe is used:

- The doctor will explain its use to you.
- Your informed consent will be obtained before recording or processing your consultation using the tool.
- Audio may be processed to generate a clinical note.
- The resulting clinical note may be reviewed and incorporated into your medical record.
- The AI-generated content is subject to review by the treating doctor.
- The service will only be used in accordance with the practice's privacy and security requirements.

Information collected through AI scribe technology will only be used for authorised healthcare and related purposes.

We assess the service's data handling, storage, retention, security and any overseas processing arrangements to ensure they meet our privacy obligations.

You may decline the use of an AI scribe. Declining will not prevent you from receiving medical care.

12. AUDIO AND VIDEO RECORDING

Green Door Medical Bargo will obtain informed consent before recording, duplicating or storing a consultation or other patient interaction, including consultations conducted by telehealth or remotely.

Patients will be informed of the purpose of the recording and how the information will be used and stored.

Recordings will only be used for the purpose explained to the patient and in accordance with applicable privacy requirements.

13. MEDICAL RESEARCH, CLINICAL AUDITS AND QUALITY IMPROVEMENT

Green Door Medical Bargo may participate in clinical audits, quality improvement activities, medical education and research.

Where patient information is used for these purposes, it will be de-identified wherever practicable.

Where identifiable information is required for research or another secondary purpose, appropriate consent or other lawful authority will be obtained.

Participation in research activities will be voluntary where applicable, and patients may withdraw their consent where permitted.

14. STORAGE AND SECURITY OF INFORMATION

We take reasonable steps to protect the personal and health information we hold against:

- Unauthorised access.
- Unauthorised disclosure.
- Misuse.

- Loss or theft.
- Interference.
- Unauthorised modification.

Security measures include:

- Password-protected clinical software.
- Individual staff access accounts.
- Role-based access restrictions.
- Secure electronic systems.
- Firewalls and anti-virus protection.
- Appropriate staff confidentiality obligations.
- Secure electronic communication systems.
- Physical security measures.
- Staff privacy and information security training.
- External IT support and security arrangements.

Access to patient records is restricted to authorised individuals who require the information to perform their duties.

15. RETENTION AND DESTRUCTION OF RECORDS

Patient records are retained in accordance with applicable legislation, professional requirements and medical record retention obligations.

When personal information is no longer required and can lawfully be destroyed, it will be securely destroyed or de-identified.

Physical documents are disposed of through secure document destruction arrangements.

Electronic information is managed in accordance with applicable retention and security requirements.

16. DATA BREACHES

Green Door Medical Bargo maintains procedures for identifying, assessing and responding to suspected or actual data breaches.

If a data breach occurs, we will investigate the circumstances and assess the potential risk of serious harm.

Where a breach is likely to result in serious harm and the Notifiable Data Breaches scheme applies, we will notify affected individuals and the Office of the Australian Information Commissioner as

required by law.

We will take reasonable steps to contain the breach, reduce any potential harm and prevent similar incidents from occurring.

17. ACCESS TO YOUR PERSONAL AND HEALTH INFORMATION

You have the right to request access to your personal and health information held by Green Door Medical Bargo.

Requests should be directed to the Practice Manager.

We will respond to access requests within a reasonable period and in accordance with applicable legislation.

In certain circumstances, access may be refused where permitted by law, including where providing access could create a serious risk to an individual's life, health or safety or unreasonably affect another person's privacy.

Where access is refused, we will explain the reasons unless we are legally prevented from doing so.

Reasonable administrative costs may apply where permitted by law.

18. CORRECTION OF PERSONAL INFORMATION

We take reasonable steps to ensure that the information we hold is accurate, complete and up to date.

If you believe information in your medical record is incorrect, incomplete or out of date, you may request a correction.

We will investigate your request and make appropriate corrections where necessary.

Where a correction cannot be made, we will explain the reasons and, where appropriate, attach a statement to the record noting your requested correction.

19. APPOINTMENT REMINDERS AND DIRECT

MARKETING

We may contact you regarding your healthcare, appointments, recalls and other practice-related matters.

We do not sell patients' personal or health information.

We will not use sensitive health information for direct marketing without the consent required by law.

If we send promotional or marketing communications, you may request to stop receiving them.

Your request will be actioned in accordance with applicable privacy and marketing legislation.

20. COMPLAINTS ABOUT PRIVACY

If you have concerns about the way Green Door Medical Bargo has collected, used, stored or disclosed your personal information, we encourage you to contact our Practice Manager.

Privacy Officer – Practice Manager

Green Door Medical Bargo
1 Noongah Street
Bargo NSW 2574

Telephone: 02 7229 1866

Email: admin@greendoormedical.com

We will investigate your complaint and respond within a reasonable period.

If you are not satisfied with our response, you may contact:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au
Telephone: 1300 363 992

For complaints concerning healthcare services in NSW, you may also contact:

NSW Health Care Complaints Commission

Website: www.hccc.nsw.gov.au

Telephone: 1800 043 159

21. YOUR PRIVACY RIGHTS

You have the right to:

- Know how your personal information is collected and used.
- Request access to your personal and health information.
- Request corrections to inaccurate information.
- Ask questions about how your information is handled.
- Make a complaint about a privacy concern.
- Withdraw consent where applicable.
- Request that your communication preferences be updated.

We are committed to treating all privacy enquiries and complaints seriously and confidentially.

22. REVIEW OF THIS POLICY

Green Door Medical Bargo regularly reviews this Privacy Policy to ensure it remains current and reflects changes to privacy legislation, practice operations, clinical systems and technology.

This policy is available on our website and at reception.

Policy owner: Practice Manager
Approved by: Green Door Medical Bargo Management
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