

# Grand Plaza Drive Doctors Privacy Policy

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Current as of: 10/10/2025

## 1. Who can I contact about this policy?

For enquiries concerning this policy, you can contact **Kylie Harvey (Practice Manager)**.

## 2. When and why is your consent necessary?

When you register as a patient of this practice, you provide consent for the 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 ever use your personal information for purposes other than outlined in this document, we will obtain additional consent from you.

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.

## 3. Why do we collect, use, store, and share your personal information?

The 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.

## 4. What personal information is collected?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medicines, allergies, and adverse reactions immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifier numbers

## 5. Can you deal with us anonymously?

You can 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.

## 6. How is personal information collected?

The practice may collect your personal information in several different ways:

When you make your first appointment, the practice team will collect your personal and demographic information via your registration.

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

In some circumstances, personal information may also be collected from other sources, including:

- 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 (if relevant).
- While providing medical services, further personal information may be collected via:
  - electronic prescribing
  - My Health Record
  - online appointments.

Various types of images may be collected and used, including:

- **CCTV footage:** Collected from our premises for security and safety purpose
- **Photos and medical images:** These can be taken using personal devices for medical purposes, following the guidelines outlined in our guide on using personal devices for medical images.

## Compliance with privacy obligations

To comply with Australian privacy obligations when collecting personal information from third-party sources, we must understand and adhere to the **Privacy Act 1988** and the **Australian Privacy Principles (APPs)** this includes:

- verifying third-party compliance
- ensuring informed consent
- collecting only necessary data
- maintaining data accuracy
- updating your privacy policy and notifying patients of these updates as required
- protecting data with strong security measures
- facilitating individuals' rights to their data
- providing regular education and training for the practice team on privacy practices.

To ensure compliance, you can include the following line in the privacy policy:

*"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"*

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## 7. When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties 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 (e.g. In referral letters)
- 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 it is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- When it is provision of medical services, through electronic prescribing, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your personal information will be able to do so. Other than providing medical services or as otherwise described in this policy, the practice will not share personal information with any third party without your consent.

We do not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

## 8. 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.

## 9. How is your information used to improve services?

The practice may use your personal information to improve the quality of the services offered to patients through research, analysis of patient data for quality improvement and for training activities with the practice team

We may provide de-identified data to other organisations to improve population health outcomes. If we provide this information to other organisations patients cannot be identified from the information we share, the information is secure and is stored within Australia. You can let reception staff know if you do not want your de-identified information included.

At times, general practices are approached by research teams to recruit eligible patients into specific studies which require access to identifiable information. Our practice does not participate in any research projects.

## 10. 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.

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

## 11. How is your personal information stored and protected?

Your personal information may be stored in various forms.

A patient's personal information is stored using secure electronic health record (EHR) systems that are protected with multiple layers of safeguards. Data is encrypted both when it is stored and when it is transmitted, ensuring that only authorized individuals can access it. Access to this information is restricted through role-based permissions, meaning healthcare professionals can only see the details necessary for their work. Strong authentication methods, such as secure passwords or multifactor authentication, are used to verify identities before access is granted. Additionally, systems are monitored for unauthorized activity, and regular audits are conducted to maintain compliance with privacy regulations such as HIPAA. Physical safeguards, like secure servers and restricted access to data centres, further protect patient records. These measures work together to keep personal health information safe, confidential, and accessible only to those who need it for legitimate care purposes.

The practice stores all personal information securely.

The practice stores personal information securely by implementing both digital and physical safeguards designed to protect confidentiality. Electronic records are maintained in encrypted databases, and access is restricted to authorized staff members through secure login credentials and role-based permissions. Multi-factor authentication is often required to prevent unauthorized access. Physical documents, when used, are kept in locked cabinets or secure areas with limited staff access. The practice also uses firewalls, antivirus protection, and regular system updates to prevent data breaches or cyberattacks. Routine audits and staff training ensure compliance with privacy regulations, such as HIPAA, and reinforce the importance of maintaining patient confidentiality. These measures collectively ensure that personal information is protected from unauthorized access, loss, or misuse.

## 12. How can you access and correct your personal information at the practice?

You have the right to request access to, and correction of, your personal information.

The practice acknowledges patients may request access to their medical records.

The practice has a clear and secure process for receiving requests from patients who wish to access or correct their personal information. Patients can submit a written request, either in person, or by mail. All requests are verified to confirm the identity of the patient before any information is released or updated, ensuring confidentiality and security. Once verified, the practice provides access to the requested records within a reasonable timeframe, in compliance with privacy regulations such as HIPAA. If corrections are needed, the practice updates the records accurately and maintains an audit trail of changes. Staff members are trained to handle these requests respectfully and efficiently, ensuring that patients' rights to access and amend their personal health information are upheld.

The practice will respond to any requests to access or correct your personal information within 30 days.

The practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. Sometimes, we will ask you to verify your personal information held by the practice is correct and current. You may request we correct or update your information. To do this please contact via phone 3800 0711 by post- 1 Grand Plaza Drive, Browns Plains QLD 4118, drop your request into the surgery marked "Attention Kylie Harvey.

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## 13. What is a Patient Health Record?

A Patient Health Record is an organised collection of information about a patient's health history and medical care. It includes any data, whether written, electronic, or verbal, that relates to a person's physical or mental health, past, present, or future.

This may include:

- Personal details (name, date of birth, contact information)
- Medical and family history
- Consultation notes and referrals
- Diagnoses and treatment plans
- Prescriptions and medications
- Pathology and imaging results
- Immunisations, allergies, and test results
- Consent forms and correspondence with other healthcare providers

Patient Health Records are maintained to support high-quality care, ensure continuity of treatment, and meet legal and professional obligations.

## 14. How can you lodge a privacy-related complaint, and how will the complaint be handled at the practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have. We will then attempt to resolve it in accordance with the resolution procedure.

You can lodge a complaint by dropping into the surgery and leaving your complaint with the receptionist on duty to pass on to the Practice Manager.

You can post your complaint to: Grand Plaza Drive Doctors, 1 Grand Plaza Drive, Browns Plains QLD 4118, alternatively you can call the Practice on 3800 0711.

If you do not feel we have resolved your issue You may also contact the Office of the Australian Information Commissioner. The Office of the Australian Information Commissioner will require you to give them time to respond before they investigate. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

Alternatively, you can contact The Office of the Health Ombudsmen, 400 George St, Brisbane QLD 4000,

telephone: [13 36 46](tel:133646), or email [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

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## **15. Policy review statement**

Our privacy policy is regularly reviewed to ensure compliance with current obligations.

If any changes are made:

- They will be reflected on the website.
- Significant changes may be communicated directly to patients via email or other means.
- Signage will be placed around the practice explaining changes.

Please check the policy periodically for updates. If you have any questions, feel free to contact us.