Kingscliff Beach Medical Privacy Policy

Current as of: 21/04/2026

At Kingscliff Beach Medical we are committed to protecting your privacy and keeping your personal and health information secure. This policy explains how we collect, use, hold, and share your information, and your rights to access and correct it.

Who can I contact about this policy?

For questions regarding this policy, you can contact us at:

Email: reception@kingscliffbeachmedical.net.au

Mail: PO Box 1612, Kingscliff NSW 2487

Phone: 02 6674 2997

Why and when your consent is 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.

Why do we collect, use, hold 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.

What personal information do we collect?

A patient health record is any record containing personal and health information collected, created, or held by the practice in the course of providing healthcare services. This includes electronic and paper-based medical records, clinical notes, test results, imaging reports, correspondence, referrals, prescriptions, billing information, and any other documentation related to your care.

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
- health fund details.

Can you deal with us anonymously?

Where it is lawful and practical, you may choose to deal with us anonymously or by using a pseudonym. However, in most circumstances within general practice this may limit our ability to provide safe and effective medical care, arrange investigations, prescribe medications, or claim Medicare rebates.

If you request anonymous or pseudonymous care, our team will explain any limitations and discuss alternative options to ensure your healthcare needs are safely met.

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.

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.

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.

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.

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?

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. 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.

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 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.

- your information is not stored outside of Australia
- audio files are destroyed once the transcription is complete.
- sensitive personal identifying information is removed as part of the transcription
- AI-generated notes are reviewed by the treating GP before being added to your medical record
- You may decline the use of AI scribe technology at any time prior to or during your consultation

The practice will only use data from our digital scribe service to provide healthcare to you.

We will obtain your informed consent prior to any real-time audio or visual recording, duplication, or storage of consultations, including where AI tools or telehealth systems are used. You may withdraw consent at any time, and alternative arrangements will be made where possible.

How is your personal information stored and protected? do we store and protect your personal information?

Medical records are stored electronically and are password protected, information is backed us using a cloud based system. All staff and contractors sign confidentiality agreements.

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 addressed to the practice manager and our practice will respond within a reasonable time. Our practice considers 30 days a reasonable time frame to provide copies of medical records, a fee will also be charged to facilitate the preparation for records.
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 reception, PO Box 1612, Kingscliff, NSW, 2487 or reception@kingscliffbeachmedical.net.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 to Practice Manager, PO Box 1612, Kingscliff, NSW, 2487 or reception@kingscliffbeachmedical.net.au. We will acknowledge receipt of your letter / email within 7 days and assure you that we are looking into your concern. We will let you know the outcome of our investigation and attempt to resolve this issue within 30 days, if this is not possible we will keep you informed.
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** or call the OAIC (Office of the Australian Information Commissioner) on 1300 363 992.

How is privacy and our website maintained?

On our webpage, http://kingscliffbeachmedical.net.au/ you will find information about our practice including services and fees.
Email: reception@kingscliffbeachmedical.net.au
Please note this email service is checked infrequently and is not available for making appointments, accessing medical advice, information or results as it's not encrypted and not secure to transmit confidential information.

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.

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