

# Privacy Policy

**Current as of: October 2024**

## Introduction

Macintyre Health Australasia Pty Ltd, trading as Macintyre Health, is committed to providing quality healthcare and protecting your privacy. This privacy policy outlines how your personal information, including health information, is collected, used, and shared within our practice, and the circumstances under which we may disclose it to third parties.

## Consent for Collection and Use of Personal Information

When you register as a patient of Macintyre Health, you provide consent for our Specialist Physicians, Nurse Practitioners, and Allied Health team members to access and use your personal information to deliver the best possible healthcare. By consenting to be a patient of our practice, you also consent to the use of ambient listening technologies and AI-powered scribes for documentation purposes, as detailed below. If we need to use your information for any other purpose, we will seek additional consent from you.

## Why We Collect, Use, Hold, and Share Your Personal Information

We collect, use, hold, and share your personal information to:

- Provide healthcare services and manage your health.
- Conduct directly related business activities, such as financial claims and payments, practice audits, accreditation, and staff training.

## What Personal Information Do We Collect?

The types of personal information we may collect include:

- Names, date of birth, addresses, and contact details.
- Medical history, medications, allergies, adverse events, immunisations, social history, family history, and risk factors.
- Medicare number (if applicable) for identification and claiming purposes.
- Healthcare identifiers and health fund details.

## How Do We Collect Your Personal Information?

We may collect your personal information in several ways:

1. When you make your first appointment, we collect your personal and demographic information through registration.

2. During the course of providing healthcare services, we may collect further information.
3. We may collect personal information when you contact us via email, SMS, phone, or social media, or make an online appointment.
4. In some instances, personal information may be collected from third parties such as:
  - Your guardian or responsible person.
  - Other healthcare providers, such as specialists, hospitals, and diagnostic services.
  - Health funds, Medicare, or the Department of Veterans' Affairs (as necessary).

## Use of AI Scribes and Ambient Listening Technologies

Macintyre Health uses AI-powered scribes and ambient listening technologies to assist in documenting clinical consultations, enhancing the quality and efficiency of our healthcare services. These technologies may record audio and create text transcripts of consultations.

## Consent for AI Scribes and Ambient Listening

By consenting to be a patient of Macintyre Health, you agree to the use of ambient listening technologies and AI-powered scribes during consultations for clinical documentation purposes. Recording private conversations without patient consent is a criminal offence in some Australian jurisdictions, and Macintyre Health complies with all relevant state and territory laws regarding the use of surveillance devices.

## Information Security

We prioritise the security of audio recordings, text transcripts, and clinical documentation produced by AI scribes. Our security measures include:

- Encryption of data during storage and transmission.
- Secure data storage in compliance with Australian privacy laws.
- Assurance from our software vendors regarding data encryption, storage, and destruction procedures.
- Multifactor authentication for accessing AI scribe systems and other digital applications.

## When, Why, and With Whom Do We Share Your Personal Information?

We may share your personal information:

- With third parties working with our practice for business purposes (e.g., accreditation agencies, IT providers).
- With other healthcare providers involved in your care.
- When legally required or authorised (e.g., court subpoenas).
- To prevent or lessen a serious threat to life, health, or safety.

- For statutory requirements (e.g., mandatory disease notifications).

We will not share your personal information outside of Australia without your consent, unless permitted by law.

## How Do We Store and Protect Your Personal Information?

Your personal information is stored securely in our systems. Storage methods include:

- Electronic records in protected information systems.
- Paper records secured in locked environments.

We implement various security measures, such as passwords, encryption, and confidentiality agreements, to protect personal information.

## Access and Correction of Your Personal Information

You have the right to access and correct your personal information. Requests for access should be made in writing, and we will respond within 30 days. A fee of AUD \$75.00 applies for fulfilling access requests.

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.

## Privacy-Related Complaints

Macintyre Health takes privacy complaints seriously. If you have concerns about privacy, please submit them in writing to our practice. We will attempt to resolve your concerns following our complaint resolution procedure.

You may also contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992.

## Policy Review

This privacy policy is reviewed annually to ensure compliance with current laws and practice procedures. Any changes will be updated on our website and made available at our practice reception.

For further information, contact Macintyre Health Australasia Pty Ltd at:

Phone: 1300 220 914

Email: [admin@macintyrehealth.com.au](mailto:admin@macintyrehealth.com.au)

Address: Suite 22, Level 2, 1 Laver Drive Robina 4226