

# Burraneer Family Practice - privacy policy

Current as of: January 2026 (reviewed 2021, 2022, 2023,2024, 2025)

## Introduction

This privacy policy is to provide 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.

## 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.

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

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

## 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

## 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 authorized 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. During the course of providing medical services, we may collect further personal information.  
Information can also be collected through electronic prescribing, My Health Record, eg via Shared Health Summary and/or Event Summary.
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:
  - 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 (as necessary).

## What is a patient Health Record

The RACGP defines a patient health record as a comprehensive, accurate, and legible collection of information from all patient encounters, vital for safe care, supporting diagnosis, ensuring continuity, and fulfilling legal/auditing needs. It includes consultation notes, clinical findings, management plans, medications, history, and is maintained by GPs, existing in both electronic and hard copy formats, owned by the practice but accessible to the patient.

## 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 APPs and this policy
- with other healthcare providers (eg In referral letters)
- when it is required or authorised by law (eg 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 (eg some diseases require mandatory notification)

during the course of providing medical services, through electronic prescribing, My Health Record, eg via Shared Health Summary and/or Event Summary.

Only people who need to access your information will be able to do so. Other than in the course of 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.

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.

## How re 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.

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 and audio visual recordings used?

Our practice does not use any form of AI scribe and does not record telehealth appointments.

## How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Each patient has an individual electronic record and our practice stores all personal information securely.

All staff and doctors are allocated the appropriate access level to provide you with the best medical care.

Staff and doctors sign confidentiality agreements with severe disciplinary action (including termination) if breached. These agreements are updated annually.

## 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. Please ask staff for a form for you to complete and we will respond within 30 days. Fees that may be associated with providing this information – however you will be informed of these prior to processing your request.

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 the practice manager at [bfp\\_prac@bigpond.net.au](mailto:bfp_prac@bigpond.net.au)

### How can you lodge a privacy-related complaint? How will the complaint be handled?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to the practice manager at [bfp\\_prac@bigpond.net.au](mailto:bfp_prac@bigpond.net.au), or by mail 106 Woollooware Road, Cronulla 2230. Please phone 9527 4100 if you wish to discuss prior to your written request. Please allow 7 days for the initial contact upon receiving your complaint. Your complaint will be handled using our complaint process. We will then attempt to resolve it in accordance with our resolution procedure.

You may also contact the 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](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

### Privacy and our website

We will not initiate any communication by email. If you initiate this form of communication please include 3 of the following identity checks: Full name, date of birth, sex, address, phone number.

We use a third party for online bookings. HotDoc has their own privacy policy when collecting personal information. Please see their website for this policy.

### Policy review statement

This privacy policy will be reviewed regularly (minimum annually) to ensure it is in accordance with any changes that may occur. We will notify our patients by providing copies of the new policy at the reception desks and a poster.