

Superclinic Midland – Privacy Policy

November 2025

Consent for Use of Personal Information

When you register as a patient, you consent to the practice collecting, holding, using and disclosing your personal information for healthcare purposes as described in this policy.

Purpose of Collecting, Using, Storing & Sharing Information

Personal information is used for:

- Providing healthcare services
- Managing medical records
- Billing and payment processing
- Quality improvement activities
- Accreditation and staff training

Personal Information Collected

We may collect the following:

- Name, date of birth, address, contact details
- Medical history and clinical information
- Medicines, allergies, immunisations
- Medicare number
- Healthcare identifiers
- Health fund details (if applicable)

Option to Deal Anonymously

Patients may deal with the practice anonymously or under a pseudonym, unless impracticable or unlawful.

How Information Is Collected

Information may be collected through:

- Registration forms
- Appointments (in person, phone, telehealth)
- SMS, email, website forms, social media
- Online booking systems

Information may also be obtained from:

- Guardians/responsible persons
- Healthcare providers (specialists, hospitals, pathology, imaging)
- Medicare, My Health Record, DVA
- Electronic prescribing systems

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Sharing of Personal Information

We may share information:

- With other healthcare providers (e.g., referrals)
- With IT and accreditation service providers
- When required or authorised by law
- When necessary to prevent a serious health threat
- For dispute resolution
- For mandatory disease notifications
- Via My Health Record
- Overseas disclosures are not disclosed

Direct Marketing

We will not use your information for direct marketing without express consent.

Use of Information to Improve Services

We may use **de-identified** patient data for:

- Quality improvement
- Research participation (with consent)
- Population health planning
- Patients may opt out of de-identified data use:

Document Automation Technologies

Software used is Medical Director

User access secured via passwords, role-based permissions and audit logs.

Use of AI Scribe Tools

- AI scribe tool used is Heidi
- Does not share data outside Australia
- Audio recording retention destroyed
- Identifying information is not retained
- Patients opt-out is respected.

Storage & Security of Personal Information

Information may be stored as:

- Electronic records
- Images (photos, scans, X-rays)

Security measures include:

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- Password protection
- Encryption
- Secure cabinets
- Confidentiality agreements
- Access restricted to authorised staff

Accessing & Correcting Personal Information

Patients may request access or correction via, email, written request and in person. Practice response timeframe 2-3 days. Fees (if any): \$30-\$40. No fee applies to making the request.

Contact for corrections: Practice Manager

Email: frontoffice@midlandsuperclinic.com

Phone: 9274 7028

Privacy Complaints

Complaints may be submitted to:

Name/Role: Georgina, Practice Manager.

Email: frontoffice@midlandsuperclinic.com

Phone: 9274 7028

Address: 10/401 Great Eastern Highway MIDLAND WA

Practice response timeframe is 21 days. If unresolved, patients may contact:

Office of the Australian Information Commissioner (OAIC)

Phone: 1300 363 992

Website: www.oaic.gov.au

Website & Digital Privacy

Our website does not collect personal information through:

- Webforms
- Email
- Cookies
- Analytics

Digital communication handled securely and confidentially.

Policy Review Statement

This policy will be reviewed in November 2026.

Changes will be posted on website and communicated to patients if significant.