



www.paulhopkinsmedical.com.au

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PO BOX 1103, MACKAY

MACKAY
29 BRISBANE STREET

brisbane@phmc.au

EAST MACKAY
17 SHAKESPEARE STREET

shakespeare@phmc.au

ANDERGROVE
68 CELEBER DRIVE

andergrove@phmc.au

PRIVACY POLICY

Current as of: 05/2026

The objective of this privacy notice is to provide you, our patient, with clear information on how your personal information is collected and used within the practice. Occasionally we also need to share your personal information to involve others in your healthcare, and this policy outlines when, how, and why we share your information.

1. Who can I contact about this policy?

For enquiries concerning this policy, you can contact any of our three clinics via the emails below:

- Brisbane Street clinic: brisbane@phmc.au
- Shakespeare Street clinic: shakespeare@phmc.au
- Celeber Drive clinic: andergrove@phmc.au

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 healthcare provision, we will obtain additional consent from you.

Additional consent will always be obtained where consultation technologies such as AI-assisted note taking are used.

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 collect about you includes:

- names, date of birth, addresses, and contact details
- medical information including medical history, medicines, allergies, 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

5. Can you deal with us anonymously?

We comply with The Privacy Act and this means we can provide you with the option to deal with us anonymously or under a pseudonym. In most healthcare situations, this may limit the care you are able to receive. There may also be consequences such as inability to prescribe certain medications or process Medicare claims.

6. How is personal information collected?

The practice may collect your personal information in several ways:

- when you make your first appointment
- when you visit our website
- by email, SMS, phone, online bookings, or social media communication
- from guardians, responsible persons, other healthcare providers, Medicare, DVA, or health funds

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

- CCTV footage collected from public areas of our premises for security and safety purposes
- Photos and medical images taken for medical purposes with your consent

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

We may share your personal information:

- with third parties for business purposes such as accreditation agencies or IT providers
- with other healthcare providers involved in your care
- where required by law
- where necessary to prevent serious threats to health or safety
- through My Health Record and electronic prescribing where relevant

We primarily store and manage your personal information within Australia. In some instances, we may use secure third-party technologies (such as clinical support or documentation tools) that involve overseas processing. Where this occurs, we take reasonable steps to ensure these providers comply with Australian privacy laws, including maintaining appropriate data security, confidentiality, and safeguards. We also ensure that your personal information is not stored offshore unless permitted under Australian privacy legislation or with your consent.

The practice may engage trusted third-party healthcare administration service providers, including GP Hero, to assist with administrative and non-clinical support functions such as appointment coordination, patient communication, document handling, recalls, and other practice support activities.

Some of these services may involve authorised personnel located outside Australia accessing limited personal information necessary to perform these functions. Where this occurs, the practice takes reasonable steps to ensure that all overseas service providers comply with the Australian Privacy Principles (APPs), confidentiality obligations, and appropriate privacy and cybersecurity standards.

These providers operate under strict contractual confidentiality and security requirements, including controlled system access, secure authentication measures, audit processes, and restrictions on downloading or storing patient information outside authorised systems.

The practice remains committed to protecting your personal information and ensuring that any overseas handling of information is managed securely and in accordance with Australian privacy legislation.

8. Will your information be used for marketing purposes?

The practice will not use your personal information for marketing goods or services without your expressed consent.

9. How is your information used to improve services?

The practice may use de-identified patient information for quality improvement, staff training, and population health activities.

10. How are document automation technologies used?

The practice uses secure medical software to generate referrals and other clinical documents using document automation technologies. These systems only include relevant medical information and are protected through secure user access and passwords.

11. How are Artificial Intelligence (AI) Scribes used?

Some doctors in our practice use an AI scribe tool to assist with documenting consultations. This technology uses an audio recording of the consultation to generate a clinical note for your health record.

- Not all GPs at our practice use AI scribes.
- If your doctor uses this technology, they will explain this to you and ask for your consent before it is used.
- You may decline the use of an AI scribe at any time.

- The AI scribe is used only to support clinical documentation and improve consultation accuracy and efficiency.
- These tools may involve secure processing through trusted third-party providers, including limited overseas processing where applicable.
- We take reasonable steps to ensure these providers comply with Australian privacy legislation, and that appropriate safeguards are in place to protect your information.
- Audio recordings and generated notes are handled securely and are not stored offshore unless permitted under Australian privacy laws.

Any information collected through this process is managed securely and in accordance with Australian privacy legislation.

12. How is your personal information stored and protected?

The practice stores all personal information securely in electronic and paper-based systems.

Electronic systems are protected by antivirus software, secure passwords, and regular backups. Hard copy records are stored in secure lockable environments accessible only to authorised staff.

The practice uses CCTV for security purposes in public areas only, including building exteriors, waiting rooms, corridors, and reception areas. CCTV is not used in private consultation or treatment rooms.

13. How can you access and correct your personal information?

You have the right to request access to and correction of your personal information. Requests must be made in writing using our practice forms.

14. How can you lodge a privacy-related complaint?

If you have a complaint or privacy concern, please contact:

Phone: 07 4951 1311

Post: PO Box 1103, Mackay QLD 4740

Emails:

- Brisbane Street: brisbane@phmc.au
- Shakespeare Street: shakespeare@phmc.au
- Celeber Drive: andergrove@phmc.au

You may also contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or via www.oaic.gov.au.

15. How is privacy on the website maintained?

Any personal information shared through our website, email, or social media is handled securely and confidentially. This practice uses analytics and cookies.

16. Social Media and Privacy

Paul Hopkins Medical is a private healthcare environment. We ask all patients and visitors to respect the privacy of others while attending our clinics.

- Please do not photograph, film, or record other patients, staff, or visitors within the practice without permission.
- Please do not share images, conversations, or information you may see or hear about other patients on social media platforms such as Facebook, Instagram, TikTok, or similar platforms.
- Respecting the privacy of others helps us maintain a safe and confidential environment for everyone attending the practice.

17. Policy review statement

Our privacy policy is regularly reviewed to ensure compliance with current obligations. Any significant changes will be reflected on our website and may also be communicated directly to patients.