

# Orthopaedics Toowoomba – Privacy Policy

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Current as of: 17 June 2026

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## 1. Introduction and Purpose

Orthopaedics Toowoomba is committed to protecting the privacy of patient information and handling personal information in a responsible manner in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)** and applicable privacy legislation.

This Privacy Policy explains:

- how we collect, use and disclose your personal information
- how you may access and seek correction of your information
- how you can make a privacy complaint

We may update this Privacy Policy from time to time. Any updates will be available at our practice and on our website.

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## 2. When and Why We Collect Your Information (Consent)

When you first attend Orthopaedics Toowoomba, we will ask you to provide personal and health information and confirm your consent to its collection and use.

Your consent allows our practitioners and staff to:

- collect, access and use your personal information
- provide healthcare services to you

Your information will only be accessed by staff who require it for your care.

We will seek your **express consent** before using your information for any purpose not directly related to your healthcare.

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### 3. Collection of Personal and Health Information

We collect personal and sensitive information that is **reasonably necessary for our functions and activities as a healthcare provider**.

This may include:

- personal identifiers (name, date of birth, address, contact details)
- medical history, clinical notes, diagnostic results and treatment plans
- Medicare and private health insurance details
- referral letters and specialist reports
- information processed through clinical systems and AI-assisted tools

As a specialist practice, we routinely collect, use and exchange information through **referrals and correspondence with your referring doctor and other healthcare providers involved in your care**.

We primarily collect information directly from you. Where it is not reasonable or practical to do so, we may collect information from:

- other healthcare providers (e.g. specialists, hospitals, pathology services)
- authorised third parties such as guardians or responsible persons

**Clinical images:** may be collected with your consent for medical purposes.

**CCTV:** Orthopaedics Toowoomba does not operate CCTV within the practice (common areas of the Medici Medical Centre may have surveillance).

**Website:** When you visit our website, we may collect limited information via cookies or similar technologies to improve website performance and usability. We do not intentionally collect identifiable health information through our website.

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### 4. Use and Disclosure of Personal Information

We use and disclose your personal and health information for:

- providing medical treatment and care
- communicating with your referring doctor and other healthcare providers involved in your care
- administrative purposes, including billing and practice management
- compliance with legal and regulatory obligations

We communicate with you via:

- phone
- SMS reminders
- email

We do not disclose personal information to overseas recipients.

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## 5. Use for Quality Improvement, Research and Marketing

### Quality Improvement and Education

We may use de-identified information for:

- internal audits
- staff training
- accreditation activities

### Research

We may participate in research from time to time. If identifiable information is required, we will seek your **express consent** before sharing your data.

### De-identified Data

We may contribute de-identified data to health improvement initiatives. This information cannot identify you.

### Marketing

Orthopaedics Toowoomba **does not use personal information for direct marketing purposes.**

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## 6. Use of Artificial Intelligence (AI)

Orthopaedics Toowoomba uses AI-assisted tools, including **i-Scribe and Dragon**, to support clinical documentation and administrative processes.

We ensure that:

- AI tools are used consistently with privacy obligations
- **your consent is obtained where required before using AI tools during consultations**

- personal information is not used to train AI systems without express consent
- all AI outputs are reviewed by clinicians
- AI does not replace clinical judgement

No automated decision-making tools are used in patient care.

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## 7. Anonymity and Pseudonymity

You may request to be dealt with anonymously or under a pseudonym. However, due to the nature of healthcare services and legal requirements, this is generally not practical.

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## 8. Data Security and Retention

We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure.

Security measures include:

- secure electronic medical record system (Genie)
- role-based access controls
- staff training and confidentiality obligations
- cybersecurity safeguards

We retain your information for the **minimum period required by law and professional standards**. When it is no longer required, it is securely destroyed.

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## 9. Access to and Correction of Information

You have the right to access your personal information and request corrections.

To do so, please submit a **written request** (email or letter).

- Response timeframe: within 30 days
- Fees: no fee applies

We will respond in accordance with applicable privacy legislation.

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## 10. Privacy Enquiries and Complaints

If you have any questions or concerns about your privacy, please contact:

**Privacy Officer:** HR Business Manager

**Practice:** Orthopaedics Toowoomba

**Address:** Suite 204, Medici Medical Centre, 15 Scott Street, Toowoomba QLD 4350

**Phone:** 07 4637 1111

**Email:** admin@orthotoowoomba.com.au

If you are not satisfied with our response, you may contact:

**Office of the Australian Information Commissioner (OAIC)**

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

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## 11. Policy Review Statement

This Privacy Policy was last updated on 17 June 2026.

We review this policy at least annually or when there are changes to:

- legislation
- practice operations
- technology (including AI tools)

### 11. Policy Review

This policy is reviewed annually or when changes occur.