

# Albemarle Medical Practice Privacy Policy

Current as of: 05 May 2026

## Meeting your privacy obligations

This Privacy Policy explains how Albemarle Medical Practice collects, uses, stores and shares your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and relevant RACGP standards.

The purpose of this policy is to provide patients with clear information about how their personal information is managed within our practice and when information may be shared to support your healthcare.

### 1. Who can I contact about this policy?

For enquiries regarding this Privacy Policy, please contact:

#### Dr Jeff Jankelson

Privacy Contact

[Albemarle Medical Practice](#)

Email: [reception@albemarlemedical.com.au](mailto:reception@albemarlemedical.com.au)

Phone: (02) 9371 6000

Address: 482 Old South Head Road, Rose Bay NSW 2029

For complaints regarding privacy matters, patients may contact the Practice Manager or Dr Jeff Jankelson for clinical-related concerns.

### 2. When and why is your consent necessary?

When you register as a patient of our practice, you provide consent for our doctors, nurses, allied health professionals and administrative staff to access and use your personal information to provide healthcare services.

Your personal information is only accessed by team members involved in your care or practice administration. If we need to use your information for purposes other than healthcare provision, we will seek additional consent where required.

We also obtain consent before communicating with patients electronically where appropriate, including via email or SMS.

Document title: Privacy Policy

Reviewed by: Paige Mead Practice Manager, Dr Jeff Jankelson Principle GP

Effective Date: 5.05.2026 Review Date: 08.5.2029

### **3. Why do we collect, use, store and share your personal information?**

We collect, use, store and share personal information to:

- provide healthcare services
- maintain accurate medical records
- manage appointments and reminders
- process billing and Medicare claims
- communicate with other healthcare providers involved in your care
- comply with legal and regulatory obligations
- undertake accreditation, quality improvement and practice management activities
- improve the quality and safety of healthcare services

### **4. What personal information do we collect?**

The personal information we collect may include:

- your name, address, date of birth and contact details
- Medicare and healthcare identifier numbers
- health fund details
- medical history
- medications and allergies
- immunisations
- family and social history
- investigation results
- referral letters and specialist reports
- clinical notes and correspondence
- billing and account information

Personal health information may be recorded in electronic, written, verbal or visual formats.

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## **5. Can you deal with us anonymously?**

Where practical and lawful, patients may choose to deal with the practice anonymously or under a pseudonym.

However, in many situations this may not be practical, particularly where identification is necessary to provide safe and effective healthcare services.

## **6. How is personal information collected?**

We collect personal information in several ways, including:

- patient registration forms
- consultations and clinical interactions
- telephone calls
- emails and SMS communications
- online appointment bookings
- My Health Record
- electronic prescribing systems
- correspondence from other healthcare providers
- Medicare and health insurers
- pathology and imaging providers

We may also collect information from guardians, carers or authorised representatives where appropriate.

The practice uses CCTV in some areas of the premises for safety and security purposes. CCTV is not used in consulting or treatment rooms.

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

We may share your information:

- with healthcare providers involved in your care
- with pathology, radiology and specialist services

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- through My Health Record and electronic prescribing systems
- where required by law
- to lessen or prevent a serious threat to life, health or safety
- for accreditation and quality improvement purposes
- with contracted service providers who support our business operations and who are required to comply with privacy obligations

We do not routinely disclose personal information overseas. Some third-party technology providers may store or process data outside Australia. Where applicable, we take reasonable steps to ensure privacy obligations are maintained.

### **8. Will your information be used for marketing purposes?**

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

Patients may opt out of marketing communications at any time by contacting the practice in writing.

### **9. How is your information used to improve services?**

The practice may use patient information for:

- quality improvement activities
- accreditation requirements
- staff education and training
- healthcare analytics and reporting

We may provide de-identified patient data to organisations involved in quality improvement, accreditation and population health activities. De-identified data does not identify individual patients.

The practice does not share identifiable patient information for research purposes without appropriate consent or legal authority.

## **10. How are document automation technologies used?**

The practice uses document automation technologies within secure clinical software systems, including Best Practice, to generate clinical documents such as:

- referrals
- care plans
- prescriptions
- medical correspondence

Access to systems is restricted according to staff roles and protected through secure passwords and access controls.

The practice complies with RACGP Computer and Information Security Standards (CISS).

## **11. How are Artificial Intelligence (AI) scribes used?**

The practice uses AI-supported transcription or scribe technologies to assist clinicians with clinical note-taking during consultations.

These systems may use audio recordings or transcriptions to generate clinical documentation for inclusion in your medical record.

The practice only uses these systems to support healthcare delivery. We take reasonable steps to ensure information is handled securely and in accordance with Australian privacy obligations.

Patients may request that AI-assisted note-taking not be used during their consultation.

## **12. How is your personal information stored and protected?**

Your personal information may be stored electronically, in paper records, medical images, audio files or other formats.

The practice takes reasonable steps to protect information from misuse, interference, loss, unauthorised access, modification or disclosure, including:

- secure clinical software systems
- password-protected access

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- role-based permissions
- automatic screen locking
- confidentiality agreements for staff and contractors
- secure destruction of confidential documents
- secure backup and contingency systems

All practice staff are trained in privacy and confidentiality obligations.

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

You may request access to your medical records or request corrections to your information by contacting the practice at:  
reception@albemarlemedical.com.au

The practice will respond to requests within 30 days where practicable.

A fee of \$32 may apply for transfer or copying of medical records.

We will take reasonable steps to correct information that is inaccurate or out of date.

### **14. How can you make a privacy complaint?**

We take privacy complaints seriously.

Privacy concerns or complaints should be directed to:

- the Practice Manager, or
- Dr Jeff Jankelson for clinical-related matters

Contact:

Email: reception@albemarlemedical.com.au

Phone: (02) 9371 6000

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

[Office of the Australian Information Commissioner](#)

Phone: 1300 363 992

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### **15. How is privacy on our website maintained?**

Through [Albemarle Medical Practice Website](#), personal information submitted via online forms, email or appointment systems is handled securely and confidentially.

The website may use cookies and analytics tools to improve website functionality and user experience.

The practice maintains social media accounts in accordance with privacy and professional obligations. Patients should not use social media to communicate clinical or urgent medical information to the practice.

### **16. Policy review statement**

This Privacy Policy is reviewed regularly to ensure compliance with current legislation, RACGP standards and practice procedures.

Any updates will be published on the practice website. Significant changes may also be communicated directly to patients where appropriate.

Patients are encouraged to review this policy periodically.