

Australian EEG Services Pty Ltd Privacy Policy

Current as of: 15/04/2025

The purpose of this privacy notice is to provide patients with clear and accurate information about how personal information is collected, used, stored, and shared by Australian EEG Services Pty Ltd. In supporting the delivery of healthcare, there may be circumstances where personal information needs to be shared with other healthcare providers involved in a patient's care. This policy outlines when, how, and why such information may be shared to ensure safe, coordinated, and effective healthcare.

1. Who can I contact about this policy?

For any questions or concerns regarding this privacy policy, please contact:

Phone: (07) 5539 4961

Email: luke@eegservices.com.au

2. When and why is your consent necessary?

When you register as a patient of this practice, you provide consent for our doctors, neurophysiology scientists, and practice staff to collect, access, and use your personal information for the purpose of delivering healthcare. Access to this information is limited to team members directly involved in your care.

If your personal information is ever required for a purpose beyond direct healthcare provision, we will seek your additional, informed consent before proceeding.

We are committed to ensuring that you understand why your information is collected, how it is used, and the measures we take to protect your privacy.

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

Australian EEG Services Pty Ltd collects, uses, stores, and shares your personal information primarily to support the safe, accurate, and effective management of your healthcare. This includes:

- Providing diagnostic and clinical services
- Maintaining up-to-date medical records
- Facilitating billing and payment processes

Your information may also be used for internal quality and safety improvement initiatives, including clinical audits, accreditation requirements, and staff training—ensuring the continued delivery of high-quality care.

4. What personal information is collected?

We collect a range of personal information necessary to provide you with safe and effective healthcare. This may include:

- Your full name, date of birth, address, and contact details
- Medical information such as your medical history, current medications, allergies, immunisations, adverse reactions, social history, family history, and risk factors
- Your Medicare number (where applicable) for identification and claiming purposes
- Healthcare identifiers
- Health fund membership and policy details (if relevant)

5. Can you deal with us anonymously?

In certain situations, you may choose to interact with us anonymously or under a pseudonym, where it is lawful and practicable to do so.

However, in most cases, it will not be practical for us to provide healthcare services without confirming your identity, particularly when clinical records, Medicare claims, or referrals are involved.

Under the *Privacy Act 1988*, healthcare providers must consider whether it is reasonable to allow anonymity, but are not obligated to do so where identification is necessary for safe and effective care.

For more information, you may visit the Office of the Australian Information Commissioner (OAIC) website at www.oaic.gov.au.

6. How is personal information collected?

Australian EEG Services Pty Ltd may collect your personal information through several channels to ensure the safe and effective provision of healthcare. This includes:

- **At registration** – When you make your first appointment, our team will collect your personal and demographic information as part of the patient registration process.
- **During communication** – We may collect information when you contact us via our website, email, SMS, phone, online appointment systems, or through social media platforms.
- **From third parties**, where relevant to your care, such as:
 - Your guardian or legally responsible person
 - Other healthcare providers involved in your treatment, including specialists, allied health professionals, hospitals, community health services, and pathology or diagnostic imaging providers
 - Medicare, your private health fund, or the Department of Veterans' Affairs (if applicable)
- **During medical services**, additional information may be collected through:
 - Electronic prescribing systems
 - My Health Record (e.g. Shared Health Summary, Event Summary)
 - Online booking or communication platforms

We may also collect and use various forms of medical imaging, including:

- **Digital video recordings** associated with video electroencephalography (video EEG), both within the clinic and in the home environment for ambulatory EEG
- **Photographs and medical images** taken using personal devices for clinical purposes, in accordance with our internal guidelines for medical imaging

When collecting information from third-party sources, we comply with all privacy obligations. This includes maintaining transparency with patients, seeking appropriate consent, ensuring data accuracy, and using the information solely for the purpose for which it was obtained.

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

Your personal information may be shared in specific circumstances to support your care or to meet legal and regulatory obligations. We may share your information:

- With third parties for essential business functions, such as accreditation bodies or IT service providers – these entities are required to comply with the Australian Privacy Principles (APPs) and this Privacy Policy
- With other healthcare providers involved in your care (e.g. via referral letters or shared health summaries)
- When required or authorised by law (e.g. under a court subpoena)
- When necessary to lessen or prevent a serious threat to your life, health, or safety – or to public health or safety – where it is impractical to obtain your consent
- To assist in locating a missing person
- To establish, exercise, or defend a legal or equitable claim
- For the purpose of a confidential dispute resolution process
- When reporting is required by law, such as mandatory notification of certain communicable diseases
- In the provision of medical services, such as through electronic prescribing systems or contributions to My Health Record (e.g. Shared Health Summaries or Event Summaries)

Access to your personal information is limited to authorised individuals who require it to fulfil their role in your care or in practice operations.

Except where required or permitted by law, or where outlined in this policy, we will not share your information with any third party without your consent.

We do not disclose your personal information to overseas recipients unless explicitly authorised by you or required under exceptional circumstances permitted by law.

8. Will your information be used for marketing purposes?

Australian EEG Services Pty Ltd will not use your personal information for the purpose of marketing goods or services directly to you without your express consent.

If you do provide consent, you may opt out of receiving direct marketing communications at any time by notifying the practice in writing.

9. How is your information used to improve services?

Australian EEG Services Pty Ltd may use your personal information to support continuous improvement in the quality and safety of the services we provide. This may include:

- Internal research and analysis of patient data
- Quality improvement initiatives
- Staff education and training activities

Any use of your information for these purposes is conducted in accordance with privacy obligations and is aimed at enhancing patient care and service delivery.

10. How are document automation technologies used?

Document automation involves the use of secure systems to generate electronic documents using existing patient information. At Australian EEG Services Pty Ltd, we use document automation technologies to efficiently produce clinical documents such as referrals, test reports, and summaries, which are shared with other healthcare providers involved in your care. These documents contain only information relevant to your clinical needs.

We use trusted medical software platforms including **Gentu**, **Compumedics Profusion EEG**, and **Natus Neuroworks**. Each authorised user has a unique login and password, with access limited to the information required for their role within the practice.

All electronic and paper records are stored and managed in accordance with the *Privacy Act 1988*, the Australian Privacy Principles (APPs), and the **Royal Australian College of General Practitioners (RACGP) guidelines for [Privacy and managing health information guidance](#)**.

11. How is your personal information stored and protected?

Australian EEG Services Pty Ltd stores personal information in a range of secure formats to ensure confidentiality, integrity, and availability. These include:

- **Neurophysiological recordings** (e.g. electrical activity of the brain and time-linked video from video EEG procedures) stored on secure, password-protected managed IT servers located in Australia, as well as on local clinic computers protected by strong passwords and Sophos Firewall security
- **Test reports**, stored within secure and compliant medical software platforms such as *Compumedics Profusion EEG* and *Natus Neuroworks*
- **Patient records**, maintained in our cloud-based practice management system *Gentu*

All staff and external contractors are bound by our Privacy Policy and sign confidentiality agreements as part of their engagement with the practice.

We are committed to ensuring all personal information is securely stored and protected in accordance with Australian privacy legislation and industry best practices.

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

You have the right to request access to the personal information we hold about you, as well as to request corrections if you believe the information is inaccurate, incomplete, or out of date.

To request access to your medical records, please submit a signed request in writing. The practice will respond to all access or correction requests within 30 days, in accordance with our legal obligations.

We will take reasonable steps to ensure your personal information is accurate and up to date. You may also be asked to verify that the information we hold is current.

To request access or corrections, please contact us:

Email: luke@eegservices.com.au

Phone: (07) 5539 4691

13. How can you lodge a privacy-related complaint, and how will it be handled?

Australian EEG Services Pty Ltd takes all privacy concerns and complaints seriously. If you have a concern about the handling of your personal information, we encourage you to raise it with us directly.

You can lodge a privacy-related complaint using any of the contact methods listed in this policy, or by writing to the address provided in our letterhead. We will respond in accordance with our internal complaint resolution procedure and aim to resolve the matter promptly and respectfully.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**. Please note that the OAIC generally requires you to allow us time to respond before they will investigate.

For more information or to lodge a complaint, visit www.oaic.gov.au or call **1300 363 992**.

14. How is privacy on the website maintained?

At Australian EEG Services Pty Ltd, we are committed to protecting your privacy across all digital platforms, including our website, email, and social media channels.

No personal information is stored on our website at any time. Any information submitted via our online forms is securely transmitted and directed to our internal systems, where it is managed in accordance with our Privacy Policy and the *Privacy Act 1988 (Cth)*.

Our website is protected by an **advanced SSL certificate**, ensuring all data transmitted between your browser and our server is encrypted. We also maintain a **highly secure website environment** with robust security protocols in place to prevent unauthorised access or data breaches.

We use standard web technologies, including **cookies** and **analytics tools**, to help us monitor website performance and improve the user experience. These tools may collect non-identifiable data such as:

- Pages visited and time spent on the site
- Type of browser and device used
- General location (e.g. city or region)
- Referring websites or search terms

This information is non-personal and used strictly for internal analysis. You can control the use of cookies via your browser settings if desired.

We do not store or share any personal information through our website.

15. Policy review statement

This Privacy Policy is reviewed regularly to ensure it remains compliant with current legislation, regulatory requirements, and best practice standards.

If any updates are made:

- Changes will be published on our website
- Significant updates may be communicated directly to patients via email or other appropriate means

We encourage you to review this policy periodically. If you have any questions or concerns regarding our privacy practices, please do not hesitate to contact us.