

Current as of April 2026

Introduction

Signal Health is committed to protecting your privacy and handling your personal information in a respectful, transparent, and secure manner. This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information, including health information, and how you may access or correct that information.

This policy is intended to operate in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and relevant health records obligations.

Why We Collect Your Information

We collect personal information so we can provide healthcare services safely and effectively.

This may include:

- booking and managing appointments
- assessing, diagnosing, and treating health conditions
- maintaining medical records
- communicating with you about your care
- referrals to specialists or allied health providers
- requesting pathology or imaging services
- processing billing, Medicare, and health fund claims
- meeting legal, accreditation, and professional obligations
- improving clinic operations and service quality

Consent

By registering as a patient and engaging our services, you consent to us collecting, using, and disclosing your personal information as reasonably necessary for your healthcare and related practice operations. This may include the use of secure digital systems and AI-enabled tools to support clinical care, documentation, communication, and administrative functions.

Where required or appropriate, we will inform you and seek additional consent for specific uses, including:

- recording consultations
- use of certain digital or AI-enabled tools
- disclosure outside normal care pathways
- marketing communications

You may withdraw consent for some uses at any time, subject to legal or clinical limitations.

What Personal Information Do We Collect?

We may collect the following information about you:

- Name, date of birth, address, telephone number, email address, and emergency contact or next of kin details
- Medical information including medical history, medications, allergies, adverse reactions, immunisations, family and social history, consultation notes, treatment plans, and other health records relevant to your care
- Referrals, specialist letters, pathology results, imaging reports, and related clinical correspondence
- Medicare details, Department of Veterans' Affairs details, concession details, private health fund information, payment details, and claiming information
- Healthcare identifiers and other government-issued identifiers where permitted or required
- Online booking details, website enquiry submissions, communication preferences, and records of correspondence by phone, SMS, email, or other agreed channels
- Data from wearable devices or remote monitoring tools where relevant to your care
- Communications with us, such as phone calls, messages, or telehealth interactions where relevant to your care.
- Other personal information you provide to us, or that is reasonably necessary to deliver healthcare services, manage our practice, or comply with applicable legal obligations

How We Collect Your Information

We may collect your personal information in a number of ways, including:

- directly from you when you register, attend appointments, contact us, or use our services
- during consultations, treatment, or other interactions with our practitioners and staff
- through phone calls, SMS, email, online bookings, website forms, or other digital channels
- from other healthcare providers involved in your care, such as specialists, hospitals, pathology, imaging, or allied health providers
- from parents, guardians, carers, or authorised representatives where appropriate
- from Medicare, health funds, government agencies, or My Health Record where authorised or permitted by law
- from third-party service providers or platforms you choose to use in connection with our services
- from other sources where reasonably necessary to provide healthcare services or comply with legal obligations

Dealing With Us Anonymously

Where lawful and practicable, you may deal with us anonymously or using a pseudonym. This may not be possible where identification is necessary for safe treatment, prescribing, billing, or legal compliance.

How We Use Your Information

We may use your information to:

- provide healthcare services
- coordinate care with other healthcare providers involved in your treatment
- contact you about appointments, recalls, reminders, follow-up care, and results
- manage accounts, billing, Medicare, health fund claims, and related administration
- train staff in administrative or operational processes using appropriate safeguards
- maintain systems, records, and internal business operations
- investigate incidents, complaints, feedback, or quality assurance matters
- meet legal, professional, accreditation, and regulatory requirements
- improve our services, patient experience, and practice operations using appropriate safeguards
- use de-identified information for quality improvement, planning, training, analytics, or research where appropriate
- carry out other uses you authorise, or that are reasonably necessary to provide healthcare services, manage our practice, or comply with applicable legal obligations

Use of Artificial Intelligence and Digital Tools

We may use carefully selected digital tools, including artificial intelligence (AI) technologies, to support clinical and administrative workflows.

Examples may include:

- drafting consultation notes or summaries
- transcription services
- processing referrals or incoming documents
- appointment handling and routine enquiries
- drafting administrative communications

Where AI or similar tools are used:

- they support, but do not replace, professional judgment
- clinicians or authorised staff review outputs where appropriate
- we seek consent where consultation recording is involved
- we take reasonable steps to use secure and reputable providers
- only necessary information is used

You may ask us for more information about these processes.

Communications

We may contact you by phone, SMS, email, post, or other agreed methods regarding:

- appointments
- reminders
- results follow-up
- clinical recalls
- billing matters
- other healthcare-related communications

Electronic communications carry some inherent risks. By providing your contact details, you consent to reasonable use of these methods. You may update your preferences at any time.

Disclosure of Information

We may disclose your information where reasonably necessary to:

- specialists, hospitals, pharmacists, and other treating providers
- pathology and diagnostic imaging services
- Medicare or health funds for claiming
- IT, software, cloud hosting, cybersecurity, accreditation, administrative, or other service providers under appropriate obligations
- professional advisers such as legal or accounting advisers where appropriate
- emergency services where necessary to prevent serious harm
- courts, regulators, or government bodies where required or authorised by law
- other parties where you have given consent or where disclosure is otherwise permitted by law

We do not sell your personal information.

Overseas Disclosure

Some service providers may store or process information outside Australia. Where this occurs, we take reasonable steps to ensure handling is consistent with Australian privacy requirements and seek consent where required.

De-Identified Information

We may use de-identified or aggregated information for:

- quality improvement
- service planning
- population health activities
- training or analytics
- research where appropriate

This information is not intended to identify individual patients. You may contact us if you would like to discuss this use.

How We Protect Your Information

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

Safeguards may include:

- secure clinical software systems
- passwords and multi-factor authentication where available
- role-based access controls
- confidentiality obligations for staff and contractors
- staff training
- secure backups
- cybersecurity monitoring and updates
- physical security controls

CCTV and Premises Security

Security cameras may operate in common areas such as reception, entrances, and waiting areas for safety and security purposes. Cameras are not intended for consulting or treatment rooms. Footage is securely stored and accessed only if required for a legitimate purpose.

Data Retention

We retain records for the periods required by law and professional standards. When records are no longer required, we take reasonable steps to securely destroy or de-identify them where lawful and practicable.

How You Can Access or Correct Your Personal Information

You may request access to your personal information or ask us to correct inaccurate, incomplete, or outdated information. To access your records, please submit a written request by completing a Accessing Your Health Information form, available at reception and on our website. Your request will be reviewed by your treating doctor, and we will respond within 30 days. Your doctor may discuss the request with you.

Processing fees may apply. These are not claimable through Medicare, and our staff will inform you of any charges.

We will take reasonable steps to correct any inaccurate or outdated information. From time to time, you may be asked to confirm your personal details. You may also request corrections by completing a Patient Information Update form available at reception and on our website.

Children and Dependent Persons

We may collect information relating to children or persons who require support from a parent, guardian, or authorised representative. We will seek consent from an appropriate decision-maker where required.

Data Breaches

If an eligible data breach occurs that is likely to result in serious harm, we will respond in accordance with applicable law, including notification obligations under the Notifiable Data Breaches scheme.

Complaints

We take privacy concerns seriously. If you have concerns about privacy or how we handled your information, please contact us first so we can review the matter. Please direct any complaints in writing to:

Practice Manager

Phone: 08 8360 9777

Email: feedback@signalhealthnewton.com.au

We will respond in accordance with our resolution process. If you are not satisfied with the outcome, you may contact:

Office of the Australian Information Commissioner (OAIC):

Website: www.oaic.gov.au

Phone: 1300 363 992

Health & Community Services Complaints Commissioner (HCSCC)

Website: www.hcsc.sa.gov.au

Phone: 8226 8666

Privacy and Our Website

Our website may use cookies, analytics tools, and standard technical logs to improve functionality, security, and user experience. You may adjust browser settings to manage cookies, although some website functions may be affected.

Our website www.signalhealthnewton.com.au contains terms and conditions of use. Please read them carefully.

Policy Review Statement

We may update this Privacy Policy from time to time to reflect legal, operational, or technology changes. The latest version will be available on our website and at reception.

Practice Contact Details

Signal Health Newton

147 Montacute Road, Newton SA 5074

Phone: 08 8360 9777

Website: www.signalhealthnewton.com.au