Remede Privacy Policy:

Introduction

Under the Privacy Act 1988 (Cth), all medical and allied health practices are required to have a compliant Privacy Policy because they collect and handle sensitive information, including health information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act) and have implemented the Privacy Reforms 2024. The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. It also addresses the use of AI-Assisted technologies.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

Why do we collect, hold, use and disclose your personal information?

Our primary purpose for collecting, holding, using and disclosing your personal and health information is to provide you with healthcare services and to manage your healthcare.

We may also use your personal information for purposes directly related to providing and managing healthcare and operating our practice, including appointment management, telehealth consults, communication with you, billing and financial claims, clinical and practice administration, accreditation, quality improvement, clinical audits, staff training and meeting our legal and regulatory obligations.

We will only use or disclose your personal information for other purposes where you have consented, where you would reasonably expect us to do so and the purpose is directly related to the primary purpose, or where otherwise permitted or required by law.

Consent

Where consent is required, we will obtain the appropriate consent and document this on your medical record. There are also circumstances in which there is implied consent, such as allowing Remede Wellness Medicine to pass on relevant personal information to referred health professionals or pathology and imaging providers, in order to effectively manage your healthcare. Occasionally, we may collect, use or disclose personal information without consent where this is permitted or required by law.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment, our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information. Information may be collected through eHealth services that our practice participates in, which include electronic transfer of prescriptions (eTP) and My Health Record.

3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment through our website or app, or communicate with us using social media.
4. Employment applications seeking work at Remede Wellness Medicine.
5. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
   - your guardian or responsible person
   - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
   - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

What personal information do we collect?

The information we will collect about you includes your:

- Names, date of birth, addresses, contact details
- Gender, ethnicity and religion
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history, medical imaging, pathology, lifestyle and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare Identifiers
- Health fund details.
- Previous employment history required for employment applications.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so, or unless we are required or authorised by law to only deal with identified individuals.

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

We sometimes share your personal information:

- with other healthcare providers in the event of referring you for further specialist care. In this case, our automated template systems are set to enable the referring doctor to select only the medical and medication history that is relevant to that particular referral
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of a confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g. via Shared Health Summary, Event Summary)

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do not consent, you may opt out of direct marketing at any time by notifying our practice in writing or unsubscribing from newsletters.

Third-party providers

We require service providers handling personal information on our behalf to maintain appropriate privacy, confidentiality, security and data-handling safeguards, with appropriate measures taken by our practice to assess and oversee these arrangements. We don't guarantee website links or policy of authorised third parties.

Overseas disclosure and processing

Some service providers used by our practice, including information technology, cloud, communications and AI service providers, may store or process personal information using infrastructure or personnel located outside Australia. We take all reasonable steps to ensure that the personal information which has been transferred outside of Australia will be held in jurisdictions whose privacy laws are equal to better than Australia's, and will not be held, used or disclosed by the recipient of the information consistent with the Australian Privacy Principles.

The countries in which data recipients are likely to be located will be identified in this Privacy Policy. [Predominantly Australia, and limited in USA]

We assess the privacy, confidentiality, security and data-handling arrangements of service providers that handle personal information on our behalf, before engaging with overseas suppliers.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information. Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing to our reception team or directly to your doctor, and we will respond within 30 days. Where permitted by law, a reasonable fee may apply to cover the costs associated with providing access, such as printing, copying or postage. We will advise you of any applicable fee before processing your request.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information in accordance with the Australian Privacy Principle 13 (APP 13) and you should make such requests in writing to our reception team. Reception@remede.com.au

Children, young people and representatives

Remede Wellness Medicine recognises that children and young people have privacy rights in relation to their personal and health information. When collecting, using, disclosing or providing access to a young person's information, we will have regard to their age, maturity, capacity to understand the circumstances, the nature of the healthcare being provided, and any applicable legal requirements.

A parent, guardian or other authorised representative may provide consent or request access to a child's health information where they are legally authorised to do so. However, a parent or guardian does not automatically have access to the full medical record of a young person in every circumstance.

Where a young person has sufficient understanding and maturity to make decisions about their own healthcare and personal information, we will respect their privacy and involve them in decisions about the collection, use and disclosure of their information as appropriate.

There may also be circumstances where we are required or authorised by law to collect, use or disclose information about a child or young person without the consent of the child, young person, parent or guardian, including where this is necessary to protect their health, safety or wellbeing.

Requests by parents, guardians or other representatives for access to a child's or young person's medical records will be considered on a case-by-case basis, taking into account the young person's capacity, privacy interests, the authority of the person making the request, and our legal and professional obligations.

Patient communications

We may communicate with you electronically regarding appointments, to perform telehealth consultations, healthcare administration and other matters connected with your care. Electronic communications may carry inherent privacy and security risks. We take reasonable steps to use appropriate encrypted communication methods via secure platforms, having regard to the nature and sensitivity of the information.

Data storage and modernised information security

Remede Wellness Medicine uses electronic medical records, email, cloud services, backups, communications platforms, third-party applications, AI systems, portable devices and paper records. We maintain reasonable technical, administrative and physical safeguards to protect personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

Data retention and destruction of information

We retain medical records and other personal information for the periods required by applicable laws, professional obligations and our clinical and business requirements. When personal information is no longer required to be retained, we take reasonable steps to securely destroy it or permanently de-identify it, subject to any legal requirement to retain the information.

Data breaches and privacy incidents

We maintain processes for identifying, assessing, containing and responding to suspected privacy and data security incidents. Where a data breach is likely to result in serious harm to affected individuals, we will comply with the Notifiable Data Breaches scheme, including notifying affected individuals and the Office of the Australian Information Commissioner where required.

Privacy, complaints and concerns

We take privacy complaints and concerns seriously. You should express any privacy concerns you may have in writing to our Operations Manager at reception@remede.com.au or to our practice address 13 Glyde Street, Mosman Park, WA 6012. Telephone 08 9286 1166. We will acknowledge your complaint promptly and aim to respond to and resolve the

matter within 30 days. If we require additional time, we will keep you informed of our progress.

You may complain if you believe we have breached the Australian Privacy Principles or otherwise mishandled your personal information.

You may also contact the Office of the Australian Information Commissioner (OAIC). For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992

Use of artificial intelligence and AI-assisted technologies

Our practice may use approved artificial intelligence (AI), machine-learning and other automated or AI-assisted technologies to support the provision and administration of healthcare services. These technologies may assist with activities such as clinical documentation, transcription, preparation of correspondence, summarisation of information, administrative workflows, appointment management and other practice functions.

Where personal or health information is processed using an AI-assisted system, we will take reasonable steps to ensure that the system is appropriate for its intended purpose and that the information is handled in accordance with applicable privacy laws and our information security requirements.

We minimise the amount of identifiable personal and health information provided to AI systems and only use 'healthcare specific' AI systems approved by the practice for handling such information. We will not knowingly permit identifiable patient information submitted to an AI service by the practice to be used to train general-purpose AI models unless this is permitted by law and appropriate consent or other authority has been obtained.

AI-generated or AI-assisted information used in connection with patient care remains subject to appropriate human oversight. AI tools are intended to support, rather than replace, the professional judgement of our healthcare practitioners.

Where required, we will provide further information about the use of an AI-assisted system and obtain consent before using it.

Remede Wellness Medicine uses 'cookies' and pixel tags within our website and online booking platforms. These provide us with statistical analytics to enable the practice to provide you with relevant and personalised health services. A "cookie" is a small summary file containing a unique ID number which is stored on your computer by your browser. It does not obtain any personal information about you, or provide Remede Wellness Medicine with any way to contact you. Nor does the cookie extract any information from your computer. If you do not wish to receive cookies, you can set your browser so that your computer does not accept them. Pixel tags are embedded into any email and SMS links to identify whether specific health correspondence has been read by yourself to ensure continuity of your healthcare.

Automated decision-making

Remede Wellness Medicine uses computer systems and AI-assisted technologies to support certain administrative and clinical processes.

As at the date of this Privacy Policy, Remede Wellness Medicine does not arrange for computer programs using personal information to make decisions, or undertake activities substantially and directly related to making decisions, that could reasonably be expected to significantly affect an individual's rights or interests within the meaning of Australian Privacy Principles.

Remede Wellness Medicine does not rely solely on generative AI to make clinical diagnoses, prescribe treatment or make other significant clinical decisions about patients. Clinical decisions remain the responsibility of appropriately qualified healthcare practitioners.

We will review our use of automated systems and update this Privacy Policy if our practices change.

Recording and transcription of consultations

Where an approved recording, transcription or AI-assisted documentation service records or transcribes a consultation, patients will be informed of its use, and consent will be obtained where required. Patients may ask their practitioner about how the technology is used and how information generated through the service is handled. Content is deleted from AI-assisted tools once uploaded into the medical records.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur, and revised copies made available for our patients.

Reviewed: 28th August 2026