

Maxwell Minds Privacy Policy – Easy Read



Privacy Policy

This document is about your private information and how Maxwell Minds keeps it safe



How to contact us

- Talk to Penelope Maxwell
- Email: contact@maxwellminds.com.au
- Phone: 02 4091 7496



Consent

- When you become our patient, we ask for consent for you to use your info to help care for you
- If we want to use your info for something else, we will ask you first.



Why we collect your info

- To help you stay healthy
- To keep your health records safe
- To make sure bills are correct
- To train our team
- To follow the law

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What info do we collect?

- Your name, birthday, address, phone
- Your health info (like illnesses, medicines, allergies)
- Your Medicare or health ID numbers



Can you stay anonymous?

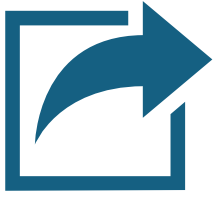
- You can use a fake name or stay anonymous if it's allowed
- Sometimes, the law says we need your real name



We collect info

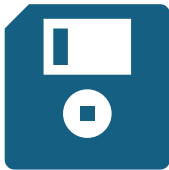
- When you register with us
- When you contact us (phone, email, website)
- From other doctors and government systems
- From talking to you or people who help you

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We share your info

- With other healthcare workers helping care for you
- When the law says we must
- To keep people safe
- Trusted helpers overseas with strong privacy rules
- We won't share for marketing without your say so



How we use your info to improve services

- We use info without your name to improve care
- We may share anonymous info for health research
- You can say NO to this if you want
- We will ask you if we want you to join research

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Technology we use

- Computers help make medical documents
- AI tool (Bizzy AI) helps take notes during your visit
- Recordings go overseas securely, then are deleted
- Notes are stored safely in Australia



How we keep your info safe

- Secure computer systems (very high standards)
- Locked cupboards for paper records
- Strong passwords and two-step login
- Staff trained to keep info private



Website privacy

- Your info from the Maxwell Minds website goes into a safe system
- It is NOT saved on the website

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Your rights – Access and correction

- You can ask to see your info
- You can ask to fix mistakes
- Contact us by phone or email
- We respond in 10 working days
- A fee might apply for big requests



Complaints

- If you are worried about your privacy you can contact Penelope Maxwell by email or phone.
- We will answer in 10 working days
- If you are not happy with our response you can contact the Australian Information Commissioner: www.oaic.gov.au
- Phone 1300 363 992



Policy updates

- We check and update this policy every year
- We'll tell you about big changes