

Maxwell Minds Privacy Policy Summary: **Bionic Text** and Plain English

Version 1: Current: 01/09/2025: Review: 01/09/2026

Please note: This is a **summary version** of our Privacy Policy written in **bionic text** to make it easier to read and understand for some people such as those with reading challenges like **dyslexia**.

It does **not replace** the full Privacy Policy, which is available on our **website**. If you need help reading or understanding the full policy, please let us know and we will provide assistance.

Introduction

At Maxwell Minds, we're committed to **protecting** your privacy and handling your **personal information** carefully, following **Australian laws** and **ethical standards**.

Who to contact:

If you have **questions about privacy**, contact **Penelope Maxwell** at contact@maxwellminds.com.au or phone **02 4091 7496**.

Your consent:

By registering as a patient, you **agree** that our registered clinicians and staff can **access and use your info** to provide healthcare. If we want to use your info for **something else**, we'll ask you **first**.

Why we collect your info:

We **collect, use, store, and share** your information mainly to provide **safe, effective healthcare**, manage **medical records**, and handle **billing**. We also use data to **improve service quality**, **train staff**, and meet **accreditation requirements**.

What info we collect:

- **Personal details** like your **name, date of birth, address, contact info**
- **Medical details** including **history, medicines, allergies, immunisations**, etc.
- **Medicare and health identifier numbers** where relevant

Can you be anonymous?

You can use a **fake name** or stay **anonymous** unless it's **impossible** or **legally required** to use your **real identity**.

How do we collect info?

We get your info when you **register, contact us, visit our website**, or from other healthcare providers, Medicare, and health records like **My Health Record** and **SafeScript**.

Who do we share your info with?

- Other **healthcare providers** involved in your care
- When **required by law** or to protect **health and safety**
- Agencies related to **accreditation** or IT, who must follow **privacy rules**
- **Overseas virtual assistants** helping with admin, but under strict privacy and security controls

We won't share your info for **marketing** without your **consent**, and you can **opt out anytime**.

How is your info used to improve services?

We analyse **de-identified (anonymous)** info for **quality improvements** and may share anonymous data with researchers or other organisations. You can tell us if you don't want your **anonymous data shared**. If you want to **participate in research**, we'll get your **explicit consent** first.

Tech and AI use:

We use **document automation** to create medical documents and an **AI scribe** (Bizzy AI) to help clinicians take notes during consults. Audio recordings are securely sent overseas for transcription and **deleted after use**, with transcripts stored **safely in Australia**.

Data storage and protection:

Your info is stored securely in electronic systems certified to **ISO 27001** (highest possible international standard) and locked physical cabinets if paper records are kept. We use strong **encryption, two-factor authentication**, and regular **security audits**. Staff must keep info **confidential** and are regularly **trained**.

Website privacy:

Any info you enter on our website goes directly into **secure patient systems**, not stored on the website itself.

Access and correction:

You can ask to **see** or **correct** your personal info by contacting us. We'll respond within **10 business days**. A fee may apply for complex requests.

Complaints:

If you have privacy concerns, contact **Penelope Maxwell** by email, phone, or mail. We'll respond within **10 business days**. If not satisfied, you can approach the **Office of the Australian Information Commissioner (OAIC)**.

Policy updates:

If you have privacy concerns, contact **Penelope Maxwell** by email, phone, or mail. We'll respond within **10 business days**. If not satisfied, you can approach the **Office of the Australian Information Commissioner (OAIC)**.