

Maxwell Minds Privacy Policy: Plain English Summary

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

Please note: This is a summary version of our Privacy Policy. 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:

We review this policy annually and update as needed. Changes will be posted on our website and communicated if significant.