

CardioScreen Pty Ltd

ACN 675 498 272

Privacy Policy

Current as of: 1 June 2026

Introduction

This privacy policy is to provide you with details about how your personal information is collected and used within our practice, including how we may share it with third parties and how you can request access to, and correction of, personal information we hold about you.

Personal information is information or an opinion about you from which you are reasonably identifiable.

Sensitive information is a subset of personal information that requires greater protection under the *Privacy Act 1988* (Cth). Unless we state otherwise, whenever we refer to *personal information* in this privacy policy, we are also referring to *sensitive information*.

Sensitive information includes information about your:

- sexual orientation or practices;
- racial or ethnic origin, including languages you speak;
- religious beliefs or affiliations;
- philosophical beliefs;
- membership of a professional or trade association or trade union;
- health information;
- genetic information;
- biometric information or templates; or
- criminal record.

When we use phrases such as *for example* or *including*, these are not words of limitation.

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

Our practice collects your personal information:

- to provide healthcare services to you. Our main purpose for collecting, using, holding and disclosing your personal information is to manage your health. We also use it for directly related business activities, including financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training or business improvement purposes);
- to assess your application for a business relationship with us, such as contractor, employment or volunteer positions;
- to co-operate with law enforcement bodies and government agencies where required by law;
- for security and verification of identity purposes; and
- to enable us to make use of third-party service providers whose products or services are used to provide our healthcare services to you.

Other than Sensitive information, our collection of your personal information may extend beyond the uses described above but will be restricted to purposes that are reasonably necessary for, or directly related to, our functions and activities.

We will only collect your Sensitive information if:

- it is reasonably necessary for one or more of our functions and activities; or
- we are authorised to do so under the *Privacy Act 1988* (Cth);

We will only use your Personal information for the particular purpose(s) for which it was collected, unless:

- you have provided your consent to use it for some other purpose(s); or

- we are authorised under the *Privacy Act 1988* (Cth) to use it for some other purpose.

What personal information do we collect?

The personal information we will collect about you depends on how you interact with us. It may include your:

- name, date of birth, addresses, contact details;
- bank account details;
- health information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors;
- Medicare number (where available) for identification and claiming purposes;
- healthcare identifiers, such as your Individual Healthcare Identifier or NDIS reference number;
- health fund details;
- Department of Veterans' Affairs card number;
- racial or ethnic origin;
- religious belief (for example, this may be relevant to your decision on whether to receive blood transfusions);
- sexual orientation (for example, when providing details of your emergency contact person and your relationship to them);
- location of your computer's IP address and the computer system you are using; or
- employment history, educational or training qualifications and criminal record.

Dealing with us anonymously or using a pseudonym

You have the right to deal with us anonymously or under a pseudonym unless:

- it is impracticable for us to do so; or
- we are required or authorised by law to only deal with identified individuals.

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. Personal information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, e.g. via Shared Health Summary, Event Summary or other eHealth services from time to time.
3. We may also collect your personal information when you visit our website, send us an email or SMS.
4. In some circumstances personal information may also be collected from other sources, where it is not practical or reasonable to collect it from you directly. This may include personal information collected from:
 - your employer, if you participate in our workplace screening services;
 - your guardian or responsible person;
 - other healthcare providers involved in your case, 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).

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

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, including accreditation agencies, information technology providers, accountants, solicitors and financial institutions;
- with other healthcare providers, including general practitioners, pathology service providers,

radiologists and specialists;

- when it is required or authorised by law (e.g. court subpoenas) or law enforcement bodies;
- 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;
- for purposes that are reasonably necessary for, or directly related to, our functions and activities;
- when there is a statutory requirement to disclose 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) or other eHealth services from time to time; or
- when we are required or authorised by law to do so.

Only people who need to access your personal information will be able to do so. Other than in the course of providing medical services or as otherwise described in this privacy policy, our practice will not share personal information with any third party (including your employer) without your consent.

Our practice will not use your personal information to market any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing or by using any readily available unsubscribe function in our direct marketing communications.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. You can let our staff know if you do not want your personal information included for the purposes.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms including paper records and electronic records. Such personal information may include recorded transcripts (scribes) subject to your consent, results of ECG and echocardiogram, blood results and other relevant tests.

Our practice stores electronic copies of personal information securely on Australian-based servers with multi-factor authorisations and offsite back-up.

Our practice also imposes confidentiality obligations on employees and contractors.

We are an organisation based in South Australia. Although our practice management software stores personal information on Australian based servers, other service providers we use in our business may have arrangements which store or disclose personal information outside of Australia.

For example, as at 1 June 2026, we use the following service providers that may have access to your personal information. We suggest that you consult their privacy policies from time to time, for further details of how they will handle your personal information:

- Best Practice Software at <https://bestpracticesoftware.com/privacy-policy/>
- Lyrebird Health at <https://www.lyrebirdhealth.com/au/legal/privacy-policy>

How can you access and correct personal information that we hold at our practice?

Request for access

Our practice acknowledges patients may request access to their medical records and our practice will respond within 30 days. We may require you to provide further personal information, to verify your identity.

A reasonable administrative fee that covers our time spent in locating, collating and retrieving the personal information (together with the costs of postage) may be charged to cover our costs in providing you with access. We will notify you of the administrative fee before it is incurred, so that you have the option of altering your request for access.

We will respond to your request within a reasonable period by either providing you with access, or if we refuse your access request, by providing you with reasons. By way of non-exhaustive examples, requests may be denied where:

- we believe your request is frivolous or vexatious;
- we are entitled or required to reject a request under the *Privacy Act 1988* (Cth);
- giving access would be unlawful; or
- giving access would have an unreasonable impact on the privacy of other individuals.

If we refuse to give access, or to give access in the manner you have requested, we will provide you with a written notice setting out:

- the reasons for the refusal;
- the complaint mechanisms available to you; and
- any other matters prescribed by the *Privacy Act 1988* (Cth).

Requests for correction

Our practice will take reasonable steps to correct your personal information where it is not accurate or up to date. From time to time, we will ask you to verify that personal information held by our practice is correct and current. You may also request that we correct or update your personal information, and you should make such requests in writing to contact@cardioscreen.com.au

We will review your request and respond to it within a reasonable period. If we do not consider that the personal information is inaccurate, incomplete or out-of-date, we will let you know and provide our accompanying reasons. You may ask us to include a statement (to accompany the personal information), recording your view that the personal information is inaccurate, incomplete, misleading or out-of-date.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to us at contact@cardioscreen.com.au and directed to the Privacy Officer. We will then attempt to resolve it in accordance with our resolution procedure. Such complaints will receive an initial response within 30 days.

You may also contact the Office of the Australian Information Commissioner, or OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992. Further, you can contact the Health and Community Services Complaints Commissioner at www.hcscs.sa.gov.au

Privacy and our website

To the extent we collect personal information via our practice website, email or by completion of electronic forms, we may use website analytics, cookies, and other data subject to the terms of this privacy policy.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. Any revision will be recorded on our website (including the date of the change), and we encourage you to regularly consult our website for the latest version of this privacy policy.