

## **Darling Downs Surgical Oncology**

Current as of: February 2026

### **Introduction**

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

### **Why and when your consent is necessary**

When you register as a patient of our practice, you provide consent for Dr Peter O'Donohue and our practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

### **Why do we collect, use, hold and share your personal information?**

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

### **What personal information do we collect?**

The information we will collect about you includes your:

- Names, date of birth, addresses, and contact details.
- Medical 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 and Health fund details.

### **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.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, or communicate with us using social media.
4. 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).

### **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.
- With other healthcare providers (e.g. Hospitals, Anaesthetists, GPs, Allied Health).
- With next of kin.
- With Government agencies.
- When it is required or authorised by law (e.g. court subpoenas).
- During the course of providing medical services, and to My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than in the course of

providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

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 consent, you may opt out of direct marketing at any time by notifying our practice in writing. 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.

**How do we store and protect your personal information?**

Your personal information may be stored at our practice in various forms including paper records, electronic records, radiology imaging, videos, photos, and audio recordings. Our practice stores all personal information securely via password protected electronic records and secured physical storage.

**How do we contact you digitally, and use artificial intelligence platforms to provide care?**

Our practice uses SMS, email and digital platforms to correspond with you regarding treatment. Please understand that whilst we generate these messages via safe and secure platforms, messages may be transmitted over public networks and onto personal devices that may not be secure. Our practice uses Lyrebird Scribe for the generation of consultation notes. Information regarding Lyrebird Scribe’s Patient Privacy Policy can be found at [www.lyrebirdhealth.com/au/patient](http://www.lyrebirdhealth.com/au/patient).

**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 via email to [reception@ddso.com.au](mailto:reception@ddso.com.au) and our practice will respond within 30 days. Please note that Dr Peter O’Donohue reserves the right to charge a fee for the release of information to you or a third party.

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, and you should make such requests in writing.

**How to lodge a privacy 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 via email to [reception@ddso.com.au](mailto:reception@ddso.com.au). We will then attempt to resolve it in accordance with our resolution procedure.

**Consent:**

- I recognise that Darling Downs Surgical Oncology has a Privacy Policy in place, and that Dr Peter O’Donohue and practice staff will endeavour to protect my personal information.
- I have read the above Policy and understand reasons for why my personal information may be collected.
- I understand that I am not obliged to provide information requested of me, however failure to do so may compromise the quality of health care and treatment provided to me.
- I consent to Darling Downs Surgical Oncology contacting me and or my next of kin by email and SMS, and consent to receiving appointment reminders by SMS.
- I understand my right to access information concerning my health care in all situations, except in exceptional circumstances where access might be withheld as outlined in the Privacy Act.
- I consent to my de-identified clinical notes, x-rays and images, photographs, and other investigations to be used by Darling Downs Surgical Oncology for research, presentation papers and educational purposes.
- I understand that my personal information will be used for the purposes stated above, and if my information is to be used for other purposes, I will be contacted for consent.
- I understand that I can revoke my consent (or part thereof) at any stage during treatment, by providing this in writing by email to [reception@ddso.com.au](mailto:reception@ddso.com.au) or post to Suite 37, 280 North Street, Rockville QLD 4350.
- **I have read and understood this form and consent to the collection, use and disclosure of my personal information for the purposes as outlined above.**

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**Patient Name (or guardian)**

**Signature**

**Date**