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Privacy Policy		

Privacy Policy - Aleafiate Health Clinics

Last updated: September 2026

1. Our commitment to your privacy

Aleafiate Health Clinics is operated by Aleafiate Pty Ltd (ABN 93 667 431 290, ACN 667 431 290) (Aleafiate, we, us or our).

We understand that information about your health is deeply personal. Protecting your privacy and maintaining the confidentiality of your health information is an important part of the care we provide.

This Privacy Policy explains how we collect, hold, use and disclose your personal information when you interact with Aleafiate, including when you:

- visit or use our website;
- complete an eligibility, intake, consent or referral form;
- make or manage an appointment;
- attend a telehealth or face-to-face consultation;
- communicate with our doctors, nurses, other healthcare practitioners or administrative team;
- receive prescriptions or other healthcare services through us; or
- otherwise interact with Aleafiate.

We manage personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs) and other applicable health, privacy and records legislation.

2. What information do we collect?

The information we collect depends on how you interact with us and the healthcare services you receive.

Identity and contact information

This may include your:

- name;
- date of birth;
- residential and postal address;
- telephone number;
- email address;
- emergency contact or next of kin details; and
- identity information where reasonably required.

Government and healthcare identifiers

Where necessary to provide your care, we may collect information such as your:

- Medicare details;
- Individual Healthcare Identifier;
- Department of Veterans' Affairs details;
- concession or healthcare card information; and
- other identifiers required to access or coordinate healthcare services.

Health and medical information

Health information is considered sensitive information under Australian privacy law. We may collect information including your:

- current symptoms and health concerns;
- medical and surgical history;
- diagnoses and previous treatments;
- current and previous medications;
- allergies and adverse reactions;
- mental health history;
- substance use history where clinically relevant;

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- pregnancy or breastfeeding status where clinically relevant;
- lifestyle information relevant to your care;
- pathology results;
- diagnostic imaging;
- health summaries;
- hospital discharge summaries;
- specialist reports and letters;
- referral information;
- prescription history;
- information about medicines prescribed by other healthcare practitioners;
- information contained in My Health Record where accessed lawfully and as part of your care; and
- information available through prescription monitoring or other authorised clinical systems.

We may also collect information about treatment outcomes, side effects, response to treatment and other information discussed during consultations.

Payment and transaction information

Where you pay for our services, we may collect or process information relating to payments, invoices, refunds and transactions. Payment card information may be processed by third-party payment providers rather than stored directly by Aleafiate.

Website and technology information

When you use our website or digital services, certain technical information may be collected automatically, such as your IP address, browser type, device information, pages visited, referring website and interactions with our website. Cookies and similar technologies may also be used as described below.

3. How do we collect your information?

Where practicable, we collect personal information directly from you. This may occur when you:

- complete a form on our website;
- complete an intake or eligibility questionnaire;
- create or update your patient information;
- speak with our team by phone;
- communicate with us by email, SMS or another messaging service;
- book an appointment;
- attend a consultation;
- upload or provide medical documentation;
- provide feedback or make a complaint; or
- otherwise communicate with Aleafiate.

We may also collect personal information from other people or organisations where this is appropriate, authorised by you or permitted by law. These may include your GP, specialists and other healthcare providers, hospitals and pathology providers, pharmacies, authorised representatives or carers, referring practitioners, My Health Record, prescription monitoring systems, government agencies and healthcare service providers involved in your care.

Where another person provides information about you, we will handle that information in accordance with this Privacy Policy and applicable law.

4. Why do we collect and use your information?

We collect, hold and use personal information where reasonably necessary to provide and manage our healthcare services. This may include using your information to:

- assess whether our services may be appropriate for you;
- verify your identity;
- create and maintain your clinical record;
- review your medical history and current medicines;

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- prepare for your consultation;
- provide telehealth and face-to-face healthcare services;
- support clinical assessment and treatment decisions;
- request additional medical information where clinically required;
- issue prescriptions where your treating practitioner considers this clinically appropriate;
- comply with prescribing, regulatory and clinical governance requirements;
- conduct prescription monitoring and medication safety checks;
- communicate with other healthcare practitioners involved in your care;
- send prescriptions to your nominated pharmacy;
- facilitate the dispensing and delivery of medicines;
- manage appointments and send appointment reminders;
- process payments, refunds and invoices;
- respond to enquiries, complaints and feedback;
- monitor and improve patient safety and quality of care;
- conduct clinical governance and quality assurance activities;
- investigate suspected fraud, misuse or unlawful activity;
- comply with legal, regulatory and professional obligations; and
- protect the health, safety and welfare of patients, our staff and other people.

Providing some information is optional. However, if you do not provide information that is reasonably required for your care, we may be unable to assess you, prescribe treatment or provide some or all of our services.

5. Your health information and clinical decision-making

Your health information is used by Aleafiate healthcare practitioners for the purpose of providing safe and appropriate clinical care. Prescribing decisions are made independently by the healthcare practitioner responsible for your care.

Information collected through eligibility questionnaires, intake forms, prescription monitoring systems or other digital systems may assist our practitioners and staff, but these systems do not guarantee your eligibility for treatment or that a particular medicine will be prescribed. A practitioner may request further information or supporting documentation before determining whether treatment is appropriate.

6. My Health Record and prescription monitoring systems

Where clinically appropriate and permitted by law, an Aleafiate healthcare practitioner may access information through My Health Record or an applicable state or territory real-time prescription monitoring system. These systems can assist practitioners to review relevant health information and medication history and support safe prescribing decisions.

Access to these systems is governed by their respective legislation, access controls and audit requirements. You can manage access to your My Health Record through the My Health Record privacy and access settings.

7. When may we disclose your information?

We only disclose personal information where reasonably necessary for the purposes described in this Privacy Policy, where you have authorised us to do so, or where the disclosure is otherwise permitted or required by law.

Healthcare providers

This may include your treating GP, specialist, hospital, allied health practitioner or another healthcare practitioner involved in your care.

Pharmacies

Where a prescription is issued, we may provide your prescription and information reasonably necessary to a pharmacy nominated by you or a pharmacy involved in dispensing your medicine.

Healthcare and technology service providers

We may use third-party service providers to help us deliver our services, including providers of:

- appointment booking systems;

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- telehealth technology;
- patient management and clinical software;
- electronic prescribing systems;
- SMS and email communications;
- payment processing;
- IT, cybersecurity and cloud services;
- document storage;
- website hosting and analytics; and
- administrative support.

We take reasonable steps to ensure service providers handle personal information securely and in accordance with applicable privacy requirements.

Your authorised representative

If you nominate a family member, carer, legal representative or another person to act on your behalf, we may communicate with that person within the authority you have provided. We may require evidence of that authority before disclosing sensitive information.

Government bodies and regulators

We may disclose information where required or authorised by law, including to healthcare regulators, health departments, law enforcement agencies, courts, tribunals or other government bodies. This may include bodies such as the Therapeutic Goods Administration, Australian Health Practitioner Regulation Agency, Australian Digital Health Agency and relevant state or territory health authorities.

Emergency services

If a healthcare practitioner or staff member reasonably believes there is a serious threat to your life, health or safety, or the safety of another person, information may be disclosed to emergency services or another appropriate person where permitted by law.

8. We do not disclose information unnecessarily

Access to your health information is limited to people who require it to perform their role or provide services connected with your care. We do not disclose your health information to family members, employers, insurers or other third parties simply because they request it. Where your consent or authority is required, we will generally obtain it before releasing the information.

9. Where is your information stored?

Aleafiate stores patient and health information in Australia. We do not routinely disclose personal or health information to overseas recipients.

If our information-handling practices change and personal information is likely to be disclosed to an overseas recipient, we will update this Privacy Policy where appropriate and take the steps required under Australian privacy law to protect that information.

10. How do we protect your information?

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure.

Depending on the system and information involved, these measures may include access controls, password and authentication requirements, secure clinical systems, encryption, monitoring and audit controls, staff confidentiality obligations, cybersecurity measures, secure backups and policies governing access to patient information.

No online or electronic system can be guaranteed to be completely secure. If we become aware of a suspected privacy or security incident, we will investigate the matter and take appropriate action. Where required, we will notify affected individuals and the Office of the Australian Information Commissioner under the Notifiable Data Breaches scheme.

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11. How long do we keep your information?

Aleafiate retains health records and other personal information for as long as reasonably necessary to provide healthcare services and to meet our legal, clinical, regulatory, insurance and record-keeping obligations. Different types of information may be subject to different retention requirements.

When information is no longer required to be retained, we take reasonable steps to securely destroy it or permanently de-identify it where appropriate.

12. Website cookies and analytics

Our website may use cookies and similar technologies to help the website operate, remember preferences, understand how visitors use the website and improve the user experience. Information collected through these technologies may include technical information about your device, browser, IP address and use of the website.

We may use third-party analytics or similar technologies from time to time. Where these technologies are enabled, they may collect information in accordance with the relevant provider's privacy practices. We do not use website tracking technologies as a substitute for your clinical record or clinical assessment.

You can generally control or disable cookies through your browser settings. Disabling certain cookies may affect how some website features operate.

13. Communications and marketing

We may contact you about your healthcare, appointments, prescriptions, account or other matters necessary to provide our services. These service and clinical communications are separate from marketing communications.

Where permitted by law, we may also send information about Aleafiate services or other information we believe may be relevant to you. You can opt out of marketing communications at any time by using the unsubscribe function provided or contacting us. Opting out of marketing will not prevent us from sending communications that are reasonably necessary in connection with your healthcare or the administration of services you have requested.

14. Accessing your information

You may request access to personal information we hold about you. We may need to verify your identity before providing access. In some circumstances, Australian law permits or requires us to refuse access to some information. If we are unable to provide the information requested, we will generally explain the reason where we are permitted to do so.

To request access, contact us using the details below.

15. Correcting your information

We take reasonable steps to ensure that personal information we hold is accurate, complete and up to date. If you believe information we hold about you is inaccurate, incomplete or out of date, please contact us and ask for it to be corrected. Where appropriate, we will update your information or take other steps required under applicable privacy law.

16. Privacy complaints

If you have concerns about how Aleafiate has collected, used, stored or disclosed your personal information, please contact us. Please provide enough information for us to understand your concern and investigate it.

We will acknowledge and investigate privacy complaints and aim to respond within a reasonable timeframe. If you are not satisfied with our response, you may be able to make a complaint to the Office of the Australian Information Commissioner (OAIC). Information about making a privacy complaint is available through the OAIC website at www.oaic.gov.au.

17. Changes to this Privacy Policy

Our services, technology and legal obligations may change from time to time. We may update this Privacy Policy to reflect changes to our information-handling practices or legal obligations. The latest version will be published on our website and will show the date it was last updated.

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18. Contact Aleafiate

For questions about this Privacy Policy, requests for access or correction, or privacy complaints, please contact:

Aleafiate Health Clinics

Aleafiate Pty Ltd
38/74 Wembley Road
Logan Central QLD 4114

Email: admin@aleafiate.com.au

Phone: 07 3473 3396

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