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# Privacy Policy

How we look after your personal and health information

<b>Clinic</b>	Evolve Plastic Surgery & Skin Clinic
<b>Locations</b>	Bulleen, Victoria
<b>Version</b>	1.0
<b>Effective date</b>	20/6/2026
<b>Questions?</b>	Please contact our Practice Manager — see section 22

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## 1. Introduction

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Your privacy matters to us. Evolve Plastic Surgery & Skin Clinic (“Evolve”, “the Clinic”, “we”, “us” or “our”) understands that the information you share with us — especially about your health and your surgical, cosmetic or skin care — is personal and sensitive. We treat it with care, confidentiality and respect.

This Privacy Policy explains, in plain terms, how we collect, hold, use and share your personal and health information, how we keep it safe, and the choices and rights you have. It applies to our services at our Bulleen and Sunbury locations and through our website.

By providing your information to us or using our services, you agree to us handling your information as described in this policy. If anything here is unclear, or you would like it in another format, please ask us.

## 2. About this Clinic

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Evolve Plastic Surgery & Skin Clinic is a private plastic, reconstructive and cosmetic surgery and skin clinic operating under Dr Nam Anavekar (FRACS Plast). We provide surgical and non-surgical cosmetic and reconstructive procedures, dermal and skin treatments, and the consultation, assessment and aftercare that go with them.

Our full contact details are in section 22. Our Australian Business Number (ABN) is **[Insert ABN]**.

## 3. The laws that apply

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As a private health service provider in Victoria, we handle your information in line with Australian privacy and health record laws, including:

- the *Privacy Act 1988* (Cth) and the Australian Privacy Principles;
- the *Health Records Act 2001* (Vic) and the Health Privacy Principles;
- the Notifiable Data Breaches scheme;
- the *My Health Records Act 2012* (Cth), where we access or add to your My Health Record; and
- the privacy and confidentiality obligations that apply to registered health practitioners under AHPRA and the Medical Board of Australia.

## 4. What we mean by personal and health information

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**Personal information** is information that identifies you or could reasonably identify you — such as your name, date of birth, address and contact details.

**Health information** is a special kind of personal information. It includes details about your health, your medical history, the treatments and procedures you have had or are considering, and clinical photographs. Health information is given extra protection under the law, and we generally only collect it with your consent or where the law allows or requires it.

## 5. The information we collect

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The information we collect depends on the care you are seeking. It may include:

- your identity and contact details — name, date of birth, gender, address, phone, email and an emergency contact;
- your health information — medical and surgical history, medications, allergies, relevant family history, examination findings, diagnoses, treatment and procedure records, consent forms, results, and aftercare notes;
- clinical photographs — taken to plan and document your care (see section 9);
- billing details — Medicare number, private health insurer and Department of Veterans' Affairs details (if relevant), payments, quotes, and any payment plan or finance referral; and
- administrative information — your appointments, our correspondence with you and your other practitioners, and any feedback or complaints.

## 6. How we collect your information

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Wherever we can, we collect information directly from you — for example when you make an enquiry or booking, complete a form, attend a consultation, or give consent for a procedure.

Sometimes we collect information about you from others, where you have agreed or where the law allows, including:

- your referring GP, specialists and other treating practitioners;
- hospitals, day surgeries, pathology and imaging providers;
- Medicare, the Department of Veterans' Affairs and your private health insurer;
- your nominated representative, guardian, parent or carer; and
- your My Health Record, where appropriate to your care.

## 7. Why we collect and use your information

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We use your information to give you safe, high-quality care and to run our practice properly. This includes:

- assessing your suitability for, planning, providing and reviewing your treatment;
- communicating with you about appointments, results and aftercare;
- working with other practitioners involved in your care;
- preparing your clinical notes and letters, including with the help of approved AI tools (see section 10);
- billing and processing payments, claims and finance referrals;
- responding to your enquiries, feedback and complaints;
- improving the quality and safety of our care (using de-identified information where we can); and
- meeting our legal, regulatory, insurance and professional obligations.

We generally use or share your health information only for the reason it was collected, for a related reason you would expect, with your consent, or where the law requires or allows it.

## 8. When we share your information

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We do not sell your information. We may share it with:

- other practitioners and providers involved in your care — such as referring doctors, anaesthetists, hospitals, day surgeries, and pathology and imaging providers;
- Medicare, the Department of Veterans' Affairs and your health insurer, for claims and billing;
- the trusted service providers who help us run the Clinic — such as our practice and clinical software, IT and secure data storage providers, our approved AI documentation provider, and payment and finance providers — who must protect your information and only use it to provide their service to us;
- your nominated representative, parent, guardian or carer, where appropriate;
- regulators, courts or law enforcement, where the law requires or allows; and
- anyone else you ask us to share it with.

## 9. Clinical photography

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Photographs (including before-and-after images) are an important part of your care and your record. We use them to plan treatment, document your starting point, and compare results. Your images are treated as health information and stored securely as part of your record.

We will only use your images for anything beyond your direct care — such as teaching, marketing or publication — with your separate, specific consent, which you are free to decline or withdraw at any time. You can read more in our *Clinical Photography Policy*, which we are happy to provide.

## 10. Use of AI to help with your records

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To help make sure your clinical records are accurate and complete, we use approved AI-based software (an “AI scribe”) during consultations — currently Heidi Health. With your knowledge, it helps your clinician capture the notes from your consultation so they can focus on you rather than on writing.

A clinician always reviews these notes before they are saved. We only use AI tools that store information securely in Australia and meet Australian privacy requirements, and we never use AI to make decisions about your care in place of your clinician. You can read more in our *Artificial Intelligence Use Policy*, and you can decline the use of these tools at any time.

## 11. Sending information outside Australia

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We store your information in Australia and prefer providers who keep data here. We do not routinely send your information overseas. If any of our technology providers use support or

infrastructure located outside Australia, we take reasonable steps to ensure your information is protected to Australian standards, and we will seek your consent where the law requires it.

## 12. Communications and marketing

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As part of your care, we may contact you about appointments, results, recalls and aftercare. From time to time, and only where permitted, we may also let you know about treatments, services or offers that may interest you.

You can opt out of marketing at any time — just tell us, or use the unsubscribe link in our emails — and we will stop. We do not use sensitive information for marketing without your consent.

## 13. How we store and protect your information

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We hold your information in secure electronic systems (and secure physical records where relevant) and take reasonable steps to protect it from loss, misuse and unauthorised access. These steps include:

- individual staff logins and access limited to those who need it;
- encryption of information in our key clinical and AI documentation systems;
- secure premises and careful handling of any paper records;
- confidentiality obligations and training for our team; and
- secure backups, network protection, and careful selection of our IT and storage providers.

No system can ever be guaranteed completely secure, but we take protecting your information seriously.

## 14. Data breaches

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We have processes to identify, contain and respond to data breaches. If a breach happens that is likely to cause serious harm, we will notify you and the Office of the Australian Information Commissioner as required under the Notifiable Data Breaches scheme, and meet our obligations under Victorian health records law.

## 15. How long we keep your information

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We keep your information for as long as we need it to provide your care and to meet our legal obligations. In general, health records are kept for at least 7 years from your last visit (and for a child, until they turn 25). When information is no longer needed and is not subject to a legal hold, we securely destroy or de-identify it.

## 16. Accessing and correcting your information

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You can ask to see the information we hold about you, and ask us to correct it if it is wrong, out of date or incomplete. Please contact our Privacy Officer (section 22). We may need to confirm your identity first. We will respond within a reasonable time, and if we cannot give

access or make a correction, we will explain why and how you can seek a review. A reasonable cost may apply for retrieving and providing records.

## 17. Dealing with us anonymously

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Where it is lawful and practical — for example for a general enquiry — you can deal with us without giving your name, or using a pseudonym. For most clinical care, though, we need to know who you are to keep you safe and to meet our legal obligations, and we will tell you when that is the case.

## 18. Our website

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When you visit our website or use our online forms, we may collect limited technical information (such as your device type and the pages you view) to help us run, secure and improve the site. Our website may use cookies; you can usually adjust your browser to refuse them, though some features may not work as well. Please don't send us detailed health information through unsecured channels unless we have invited you to.

## 19. Other websites

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Our website and messages may link to other sites we don't control. We aren't responsible for their privacy practices, so we encourage you to read their privacy policies before sharing your information with them.

## 20. Making a complaint

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If you are concerned about how we have handled your information, please contact our Practice Manager (section 22). We take complaints seriously and will look into yours and respond within a reasonable time.

If you are not satisfied with our response, you can contact:

- the Office of the Australian Information Commissioner — [www.oaic.gov.au](http://www.oaic.gov.au) or 1300 363 992; and/or
- the Health Complaints Commissioner (Victoria) — [hcc.vic.gov.au](http://hcc.vic.gov.au) or 1300 582 113.

## 21. Changes to this policy

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We may update this policy from time to time. The current version is available at the Clinic and on our website, and applies from the date it is published. We encourage you to review it from time to time.

## 22. How to contact us

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If you have any questions, or want to access or correct your information or make a complaint, please contact our Practice Manager:

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<b>Practice Manager</b>	Mr Tyson Musker
<b>Clinic</b>	Evolve Plastic Surgery & Skin Clinic
<b>Bulleen</b>	26 Manningham Rd, Bulleen VIC 3105
<b>Phone</b>	03 9075 0005
<b>Email</b>	info@evolvesurgery.com.au
<b>Website</b>	www.evolvesurgery.com.au