



Clinically

Privacy Policy - Chrome Extension

Policy

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Overview

The Clinically Chrome Extension ("the Extension") connects the Clinically healthcare practice management platform with the Xestro EMR system and, for practices that use Clinically's health fund registration feature, helps doctors complete private health fund provider registration forms in their own browser. This privacy policy explains what data the Extension accesses, how it is used, and how it is protected.

Data We Access

Patient Information

The Extension reads patient demographic information from two sources:

- **Clinically** (app.clinically.com.au): Patient name, date of birth, age, gender, phone numbers, email address, and EMR identifier, as provided by the Clinically application via page metadata.
- **Xestro** (my.xestro.com): Patient name, date of birth, phone number, email address, Medicare number, address, and EMR identifier, as displayed in the Xestro patient details interface.

This information is used solely to match patient records between the two systems and to facilitate synchronisation of contact details. **Patient data is not stored persistently by the Extension.** It is held in session memory and cleared when the browser is closed.

Medicare numbers are read from Xestro for display purposes within the Xestro page only. They are not transmitted to Clinically or stored by the Extension.

Clinical Documents

When a user explicitly chooses to send a document from Xestro to Clinically's clinical inbox, the Extension downloads the document from Xestro and uploads it directly to the user's Clinically account. Documents are transmitted in transit only and are not cached or stored by the Extension.

Authentication Credentials

The Extension stores a short-lived API authentication token to communicate with the Clinically API. This token:

- Is scoped to the individual user's account
- Expires after the web session lifetime (typically 2 hours) if not refreshed

- Is stored in `chrome.storage.session`, which is automatically cleared when the browser closes
- Is never transmitted to any party other than the Clinically API server

EMR Integration Consent

A single boolean flag indicating whether the user has acknowledged the EMR integration features is stored in `chrome.storage.local`. This contains no personal or patient information.

Health Fund Registration

Some practices use Clinically to help their doctors register with private health funds' gap cover schemes. For three funds' online forms (AHSA Access Gap Cover, ARHG and Honeysuckle Health), the Extension can fill the form in the doctor's own browser. This applies only to doctors at practices using this feature, and only when the doctor starts it.

What the Extension receives

After the doctor reviews their details in Clinically and confirms their identity with a passkey or authenticator code, Clinically gives the Extension a single-use authorisation that expires after 15 minutes. The Extension uses it once to fetch the details for that fund's form. The details are limited to what that fund's form asks for, and may include:

- the doctor's name, specialty, AHPRA registration number and Medicare provider numbers
- practice location details
- the bank account the fund should pay into (BSB, account number and account name)
- the contact phone number and email address the fund will use

No patient information is involved.

How it is handled

- The details are held only in the memory of the fund's browser tab. They are never written to `chrome.storage` or the Extension's background process, and never logged.
- They are cleared when the fund's confirmation page appears, when the tab is closed or loses focus, or after a short period of inactivity.
- The Extension only fills fields. It never clicks buttons or links and never submits the form. It does not fill the fund's declaration, consent or access-code fields. The doctor completes those and presses Submit themselves.



- The Extension does not handle file uploads. It highlights fields that need an attachment, and the doctor attaches their own documents.
- The Extension works only on the three fund websites listed under Data Transmission. These are built into the Extension and cannot be changed remotely.
- If the Extension is linked to a different user from the one signed in to Clinically, it warns the doctor.

What the Extension sends back to Clinically

- The confirmation reference shown by the fund after the doctor submits, so the practice can track the registration.
- If a fund's form has changed and a field can't be matched: the form version, page and field name only. These reports never contain any of the doctor's details, screenshots or page contents.

Sharing with health funds

Details reach a health fund only when the doctor submits the fund's form. From then on, the fund's own privacy policy applies to them. Clinically never submits registrations on a doctor's behalf.

Who is responsible

A doctor's registration details are held in their practice's Clinically account. The practice is responsible for that information under the Australian Privacy Principles, and Clinically handles it as the practice's service provider. Doctors can ask their practice to view, correct or export their registration details and history.

Data We Do NOT Collect

- We do **not** collect browsing history or web activity
- We do **not** track which pages you visit outside of Clinically and Xestro
- We do **not** collect financial or payment information, except a doctor's own bank account details used to fill a health fund registration form at the doctor's request, as described in Health Fund Registration above. These are never stored by the Extension.
- We do **not** store patient data persistently on your device
- We do **not** use analytics, telemetry, or tracking services within the Extension
- We do **not** transmit data to any third-party services. The only exception is a health fund registration form the doctor chooses to fill: the details go to that fund only when the



doctor submits the form themselves.

How Data Is Used

All data accessed by the Extension is used exclusively to:

1. **Authenticate** with the user's Clinically account
2. **Display** patient context and practice notifications within the Extension popup
3. **Match** patient records between Clinically and Xestro by EMR identifier or demographics
4. **Synchronise** patient contact details between systems at the user's explicit request
5. **Transfer** clinical documents from Xestro to Clinically's clinical inbox at the user's explicit request
6. **Navigate** between corresponding patient records in both systems
7. **Fill** a health fund's provider registration form with the doctor's prepared details, at the doctor's request

Data Transmission

All data transmitted by the Extension uses HTTPS encryption. The Extension communicates only with:

- `app.clinically.com.au` – the Clinically application server
- `my.xestro.com` – the Xestro EMR system (read-only data access and document download)
- Only when a doctor uses health fund registration:
`medicalregistration.ahsa.com.au`, `providerregistration.arhg.com.au`
and `register.honeysucklehealth.com.au`, the funds' own registration forms. The Extension fills fields on these pages but does not send anything to them itself; the doctor submits the form.

No data is sent to any other server, service, or third party.

Data Sharing

We do **not** sell, trade, or transfer patient data or any other information to third parties. Data flows only between the user's Clinically account and their Xestro EMR session, except when a doctor uses health fund registration. In that case, the doctor's registration details reach a health fund only when the doctor submits that fund's form themselves, as described in Health Fund Registration above. Clinically never submits registrations on a doctor's behalf.

User Control

- **Consent:** EMR integration features (Xestro reading and interaction) require explicit user acknowledgement before activation.
- **Disconnect:** Users can disconnect the Extension at any time via the popup menu, which immediately clears the authentication token and consent flag.
- **Browser close:** All session data (including the authentication token) is automatically cleared when the browser is closed.
- **Uninstall:** Removing the Extension from Chrome deletes all stored data.

Permissions

The Extension requests the minimum permissions necessary:

Permission	Purpose
storage	Store authentication token (session) and consent preference (local)
alarms	Periodic badge updates for unread notifications
scripting	Interact with the Xestro jQuery interface for patient search and document access
Host: app.clinically.com.au	Read page context and authenticate
Host: my.xestro.com	Read patient data and transfer documents
Optional host: medicalregistration.ahsa.com.au, providerregistration.arhg.com.au, register.honeysucklehealth.com.au	Fill health fund provider registration forms. Requested only when a doctor first uses health fund registration, and only with their approval.



Third-Party Disclaimer

The Clinically Chrome Extension is developed by CCMx Pty Limited t/a Clinically. It is **not** reviewed, endorsed, approved, or associated with Xestro or its developers. The Extension interacts with the Xestro web interface as a user-driven automation tool and may stop functioning if Xestro modifies their system.

Australian Privacy Act

CCMx Pty Limited t/a Clinically complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). Patient information handled by the Extension is subject to the same privacy obligations as information handled within the Clinically platform. For the Clinically platform privacy policy, visit policies.clinically.com.au/PRV-001.

Changes to This Policy

We may update this privacy policy to reflect changes in the Extension's functionality. Material changes will be communicated through the Chrome Web Store listing and within the Extension itself.

Contact

For privacy enquiries or data access requests:

- **Email:** support@clinically.com.au
- **Website:** <https://clinically.com.au>



Change History

Version	Date	Author	Change Summary
1	03 Apr 2026	Wojt Janowski	<p># Summary of Changes This is a new document — there is no previous version to compare against. ##</p> <p>Document Purpose This document establishes the privacy policy for the Clinically Chrome Extension, which integrates the Clinically practice management platform with the Xestro EMR system. Key elements introduced include:</p> <ul style="list-style-type: none">- Scope of data access: Defines patient demographic data read from both Clinically (`app.clinically.com.au`) and Xestro (`my.xestro.com`), including explicit handling of Medicare numbers (read-only, not transmitted or stored)- Data handling principles: Patient data is held in session memory only, not stored persistently; clinical documents are transmitted in transit only; authentication tokens are short-lived and session-scoped- Negative collection statements: Explicitly states the Extension does not collect browsing history, financial information, analytics/telemetry, or transmit data to third parties- Data transmission: All communication via HTTPS, limited to the two specified domains only- User control mechanisms: Explicit consent required for EMR integration features; disconnect, browser close, and uninstall all clear stored data- Chrome permissions: Documents minimum permissions requested (`storage`, `alarms`, `scripting`, and two host permissions) with stated purposes- Third-party disclaimer: States the Extension is not endorsed by or associated with Xestro- Privacy Act



Version	Date	Author	Change Summary
			<p>1988 (Cth) compliance:** Confirms compliance with the Australian Privacy Principles (APPs) and references the main Clinically platform privacy policy (PRV-001) - **Contact details:** Provides support email and website for privacy enquiries and data access requests ### Regulatory Note The document references the *Privacy Act 1988* (Cth) and the APPs at a high level. Consideration should be given to whether more detailed APP-by-APP mapping is warranted (e.g., APP 1 – open and transparent management, APP 5 – notification of collection, APP 6 – use and disclosure, APP 11 – security), particularly given the handling of health information which is classified as **sensitive information** under the Act. Reference to the *Healthcare Identifiers Act 2010* (Cth) may also be relevant given the reading of Medicare numbers from Xestro.</p>
2	21 Oct 2026	Wojt Janowski	<p># Summary of Changes ## New Functionality: Health Fund Registration - **New feature added:** The Extension now supports auto-filling private health fund provider registration forms for doctors, covering three funds: AHSA Access Gap Cover, ARHG, and Honeysuckle Health. - **New section "Health Fund Registration" added**, detailing: - **Data received:** Doctor's name, specialty, AHPRA registration number, Medicare provider numbers, practice location details, bank account details (BSB, account number, account name), and contact details – fetched via a single-use, 15-minute authorisation token after passkey/authenticator verification. - **Data handling:** Details held only in tab memory; never written to `chrome.storage`, the background</p>



Version	Date	Author	Change Summary
			<p>process, or logs. Cleared on confirmation, tab close, loss of focus, or inactivity. -</p> <p>**User control:** The Extension fills fields only – it never clicks buttons, submits forms, or fills declaration/consent/access-code fields. File uploads are not handled; the doctor attaches documents manually. - **Data sent back to Clinically:** Limited to the fund's confirmation reference and, if a field can't be matched, form version/page/field name only (never doctor details or page contents). -</p> <p>**Sharing with funds:** Details reach a fund only when the doctor submits the form themselves. Clinically never submits on a doctor's behalf. - **Accountability:** The practice is the entity responsible under the APPs for doctor registration details; Clinically acts as the practice's service provider. Doctors may request access, correction, or export of their registration details via their practice. ##</p> <p>Updated Existing Sections - **Overview:** Updated to reference the health fund registration feature. - **"Data We Do NOT Collect":** - Financial/payment information statement now includes a **carve-out** for bank account details used to fill health fund registration forms at the doctor's request (not stored by the Extension). - Third-party data transmission statement now includes a **carve-out** for health fund registration form submissions initiated by the doctor. - **"How Data Is Used":** New item added – **"Fill"*** a health fund's provider registration form with the doctor's prepared details at the doctor's request. - **"Data Transmission":** Three new host domains added –</p> <p>`medicalregistration.ahsa.com.au`, `providerregistration.arhg.com.au`, and `register.honeysucklehealth.com.au`.</p>



Version	Date	Author	Change Summary
			<p>Clarifies the Extension fills fields but does not itself transmit data to these sites. -</p> <p>"Data Sharing": Updated to note the exception where a doctor's registration details reach a health fund upon the doctor's own form submission. -</p> <p>Permissions table: New row added for optional host permissions for the three health fund registration domains, requested only when a doctor first uses the feature and only with their approval.</p> <p>No Changes - Patient information handling, clinical document transfer, authentication credentials, EMR integration consent, user control mechanisms, third-party disclaimer, Australian Privacy Act compliance, contact details, and change notification processes remain unchanged.</p>