



Clinically

Privacy Policy - Chrome Extension

Policy

Code: PRV-005

Version: 1

Effective Date: 03 Apr 2026

Review Date: 03 Apr 2027

Author: Wojt Janowski

Approved By: Wojt Janowski (03 Apr 2026)

Owner: Wojt Janowski

Overview

The Clinically Chrome Extension ("the Extension") connects the Clinically healthcare practice management platform with the Xestro EMR system. 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.

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
- 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

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

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)

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 exclusively between the user's Clinically account and their Xestro EMR session.

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

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	# Summary of Changes This is a new document — there is no previous version to compare against. ## 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: - Scope of data access: Defines patient demographic data read from both Clinically (<code>app.clinically.com.au</code>) and Xestro (<code>my.xestro.com</code>), 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 (<code>storage</code>, <code>alarms</code>, <code>scripting</code>, 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
			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.