

Privacy Policy

Sydney Gastroenterology and Liver Group is committed to providing quality services to you, and this policy outlines our ongoing obligations in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the **Privacy Act 1988 (Cth)** (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure, and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [\[https://www.oaic.gov.au\]](https://www.oaic.gov.au)(<https://www.oaic.gov.au>).

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include names, addresses, email addresses, and phone numbers.

This Personal Information is obtained in many ways, including interviews, correspondence by telephone, by email, via our website [www.gastroandliver.com.au], from media and publications, from other publicly available sources, and from third parties. We do not guarantee the website links or policies of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, including medical consultation and treatment, and for marketing purposes. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information, we will, where appropriate and possible, explain to you why we are collecting the information and how we plan to use it.

Use of Artificial Intelligence (AI) for Letter Dictation

As part of our practice, **Sydney Gastroenterology and Liver Group** uses AI-powered software for letter dictation, which assists in drafting clinical letters and correspondence efficiently. The AI platform we use does **not save any sensitive data**, and all data processed by the AI remains confidential and secure. We ensure that the use of AI software complies with our data privacy and confidentiality obligations, as outlined in the **Privacy Act 1988 (Cth)** and relevant health information privacy regulations.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinions about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union, or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose directly related to the primary purpose
- With your consent, or where required or authorised by law.

Third Parties

Where reasonable and practicable, we will collect your Personal Information only from you. However, in some circumstances, we may be provided with information by third parties. In such a case, we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in several circumstances, including:

- To third parties where you consent to the use or disclosure
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss, and unauthorized access, modification, or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify it. However, most Personal Information is stored in client files, which are kept for a minimum of seven years.

Access to Your Personal Information

You may access the Personal Information we hold about you to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Sydney Gastroenterology and Liver Group will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information. To protect

your Personal Information, we may require identification before releasing the requested information.

Maintaining the Quality of Your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to ensure that your Personal Information is accurate, complete, and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

Sydney Gastroenterology and Liver Group

Suite 213, Tulloch Clinic, Sydney Adventist Hospital

185 Fox Valley Rd, Wahroonga

Email: admin@gastroandliver.com.au

Phone: 02 9480 6210