

Privacy Policy

Last updated: 10 November 2025
Practice name: Dr Piera Taylor

1. Introduction and Purpose

We are committed to protecting the privacy of patient information we collect and to handling all personal information responsibly and securely in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and relevant state and territory health privacy legislation.

This Privacy Policy explains how we collect, use, and disclose your personal information, how you can access or correct that information, and how you can make a privacy complaint.

We use secure digital systems to manage patient data, including Genie in the Cloud (a secure cloud-based electronic medical record system) and I-scribe, an AI scribe service used for medical documentation. All use of digital and AI technologies is undertaken in accordance with privacy, ethical, and cybersecurity obligations.

We may update this Privacy Policy from time to time to reflect changes in practice operations, legal requirements, or technology. The latest version will always be available at our practice and on our website.

2. When and Why Consent is Required

When you first attend our practice, we will request your personal and health information and confirm your consent to collect and use this information to provide healthcare services.

Your consent allows our clinicians and staff to gather, access, and use your personal health information for the purpose of providing safe, effective medical care.

We will always seek your express consent before using your information for any purpose unrelated to your healthcare, such as research or education.

3. Collection of Personal and Health Information

We collect personal and health information necessary to provide surgical and medical care. This may include:

- Personal identifiers (name, date of birth, address, contact details)
- Medical history, clinical notes, test results, and treatment information
- Medicare and private health insurance details
- Data generated through AI-enabled tools such as I-scribe
- Images or clinical photographs (only with your explicit consent)

Information is primarily collected directly from you. With your authority, we may also receive information from hospitals, referring doctors, pathologists, radiologists, or the My Health Record system.

Our website may use cookies or similar technologies to enhance usability and analytics. These may collect data that identifies you; this information will be treated as personal information under the Privacy Act.

4. Use and Disclosure of Personal Information

Your personal information will only be used or disclosed for the purpose for which it was collected, such as:

- Providing medical and surgical care
- Communicating with other healthcare providers involved in your treatment
- Managing billing, administrative, and legal obligations
- Meeting requirements of health insurers, government agencies, or accreditation bodies

We may communicate with you via secure messaging, encrypted email, SMS, or telephone.

We do not disclose personal information to overseas recipients unless necessary for your care and only where appropriate privacy safeguards are in place.

5. Use for Research, Education, and Quality Improvement

We may use de-identified patient information for quality improvement, clinical audits, staff training, and accreditation purposes.

If we participate in health research that requires identifiable data, we will first obtain your express consent.

We may contribute de-identified data to registries or health initiatives to support public health and research. You can opt out by notifying our reception team.

6. Use of Artificial Intelligence (AI)

Our practice uses AI technologies to support efficient and accurate healthcare documentation and administration. This includes the use of I-scribe, an AI scribe that assists in producing clinical notes under clinician supervision.

- All AI-generated outputs are reviewed and verified by a clinician before being added to the medical record.
- Patient information is not used to train or improve AI models without express consent.
- No automated decision-making tools are used for patient care.
- We maintain compliance with ethical and legal standards for the use of AI in healthcare.

7. Anonymity and Pseudonymity

While the APPs allow individuals to interact anonymously or under a pseudonym, it is generally impractical in a medical setting where accurate identification is required for safe and lawful treatment. If you wish to discuss anonymity, please raise this with our staff.

8. Data Security and Retention

We implement strict technical and administrative measures to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure. These include:

- Use of Genie in the Cloud, a secure, encrypted, Australian-hosted system
- Role-based access controls and password protection

- Regular staff privacy training
- Cybersecurity monitoring and software updates

Information is retained as required by law and professional standards. Once retention periods expire, data is destroyed securely.

9. Access to and Correction of Information

You may request access to or correction of your personal information by contacting our Privacy Officer in writing.

We will respond within 30 days and may charge a small administrative fee. Requests will be handled in accordance with privacy laws and professional recordkeeping obligations.

10. Privacy Enquiries and Complaints

If you have questions or concerns about how your personal information is managed, or if you wish to make a complaint, please contact:

Privacy Officer: Dr Piera Taylor
Practice: Dr Piera Taylor
Address: Suite 45, 21-23 Norton St, Leichhardt NSW
Phone: 1800 866 630
Email: info@drpierataylor.com.au

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):
Website: www.oaic.gov.au
Phone: 1300 363 992

11. Policy Review

This policy is reviewed annually or whenever there are significant changes to privacy laws, technology (such as AI systems), or practice operations.
Updated versions will be published on our website and available in our clinic.