Dr Paul Cozzi Privacy Policy

Current as of: November 2026

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties. At Dr Paul Cozzi's practice, your personal details and medical information are kept confidential and private in accordance with the *Privacy Act 1988 (Cth)* (including all subsequent updates such as the 2022 Enforcement Measures and 2024 Amendment Acts), the Australian Privacy Principles, and the New South Wales *Health Records and Information Privacy Act 2002 (HRIP Act)*. Our Privacy Policy is followed to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of the Practice.

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for Dr Cozzi and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

What personal information do we collect?

The information we will collect about you includes your:

- Names, date of birth, addresses, and contact details.
- Medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history, and risk factors.
- Medicare number (where available) for identification and claiming purposes.
- Healthcare identifiers and health fund details.
- Images and photographs for clinical care and research.
- Audio recordings and derived clinical transcripts processed strictly for medical documentation purposes.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several different ways:

1. When you make your first appointment, our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment, or communicate with us using social media.

4. In some circumstances, personal information may also be collected from other sources when it is not practical or reasonable to collect it from you directly. This may include information from:
    - Your guardian or responsible person.
    - Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, and pathology and diagnostic imaging services.
    - Your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

Use of AI Documentation Assistants during Consultations

To streamline clinical note-taking and enhance patient care, our practice utilizes **Medow Health**, a secure, Australian-built AI documentation assistant, during patient consultations. This technology securely records and translates consultation discussions into accurate medical notes and letters for your doctor's review.

Your privacy remains protected under strict data sovereignty rules:

- **Data Residency:** All clinical documentation processed by Medow Health is securely stored within Australia on encrypted Microsoft Azure servers.
- **De-identification:** Personal identifiers are decoupled or removed before the data is dynamically processed by the AI system to optimize confidentiality.
- **Audio Destruction:** Any raw audio recordings generated during your consultation are automatically and permanently destroyed within 7 days.
- **Ownership & Training:** Dr Paul Cozzi retains full ownership of your clinical data. No information is shared, sold, or used to train third-party AI models.
- **Consent and Control:** Patients must provide explicit consent before this tool is used. You retain the right to opt out or withdraw consent at any stage without it affecting your clinical care.

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- With third parties who work with our practice for business purposes, such as accreditation agencies or information technology and secure cloud infrastructure providers – these third parties are required to comply with the Australian Privacy Principles and this policy.
- With other healthcare providers.
- When it is required or authorised by law (e.g., court subpoenas).
- When it is necessary to lessen or prevent a serious threat to a patient's life, health, or safety, or public health or safety, or it is impractical to obtain the patient's consent.
- To assist in locating a missing person.
- To establish, exercise, or defend an equitable claim.
- For the purpose of a confidential dispute resolution process.
- When there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Personal information will not be used for direct marketing without explicit consent, and patients retain the right to opt out in writing at any time.

Acknowledgement and Consent

Name:_____ Date:____/_____/_____

Signature:_____