GRANT R COLOMBO BChiroSc, MChiroprac
Chiropractor | Provider #: 5102032Y
Colombo Chiropractic 0466 909 545 colombochiro@outlook.com
Level 1, 1/ 6 Gauthorpe St Rhodes NSW 2138; Rhodes Recreation Centre

Privacy Collection Statement

Colombo Chiropractic
Grant Colombo, Chiropractor

Colombo Chiropractic is committed to providing collaborative, evidence-informed and patient-centred chiropractic care. We respect the privacy of your personal information and handle it in accordance with applicable privacy legislation, including the *Privacy Act 1988 (Cth)*, the Australian Privacy Principles and the *Health Records and Information Privacy Act 2002 (NSW)*.

This statement explains how your personal and health information is collected, used, stored and disclosed, including through electronic systems and AI-assisted clinical documentation.

Our full Privacy Policy, Website Terms & Conditions and Cancellation & Refund Policy are available on our website or upon request.

1. Collection of Personal and Health Information

1.1 Information collected

Colombo Chiropractic collects personal information reasonably necessary to provide chiropractic care, manage appointments and practice operations, and fulfil legal and professional obligations. This may include:

- **Name, date of birth, address and contact details.**
- **Emergency contact and referral information.**
- **Medical history, symptoms, health conditions, examination findings, clinical assessments, treatment records and progress notes.**
- **Relevant medical reports, imaging results and correspondence from other healthcare providers.**
- **Appointment, billing, payment and private health insurance claim information.**

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1.2 Purpose of collection

Your information is collected and used to provide safe and individualised chiropractic care, maintain accurate clinical records, communicate with you about appointments and treatment, coordinate care where appropriate, process payments and claims, and meet applicable legal and professional obligations.

1.3 How information is collected

Information is collected directly from you where practicable, including through patient intake forms, consultations, online bookings, website enquiries, telephone calls and electronic communications.

Where appropriate and authorised, information may also be obtained from referring practitioners, other healthcare providers, insurers or authorised representatives.

1.4 Sensitive information

Health information is sensitive information under Australian privacy law. It will be handled with particular care and used or disclosed only for relevant purposes with your consent or where otherwise permitted or required by law.

2. AI-Assisted Consultation Transcription

2.1 Use of Heidi Health

Colombo Chiropractic uses Heidi Health, an AI-assisted clinical documentation service, to help transcribe consultations and prepare draft clinical notes.

When this service is used, information discussed during your consultation may be processed by Heidi. This may include your symptoms, medical history, examination findings, treatment and other health information relevant to your care.

2.2 Audio recordings and transcripts

In the current configuration reported by Colombo Chiropractic, consultation audio recordings are saved within Heidi. Audio recordings, transcripts and AI-generated

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clinical notes are different types of information and may be subject to different storage, retention and deletion arrangements.

Following transcription, the resulting transcript is transferred for clinical documentation. Transcripts are intended to be deleted from Heidi after transfer, subject to the applicable settings and processes. Copies of information already transferred to other systems, including clinical records, may remain in those systems.

Audio recordings are subject to the retention and deletion settings applicable to the recording feature being used. The practice will confirm the applicable retention period and deletion arrangements before implementing this process. Information may remain in backups or other copies for periods governed by the relevant provider's arrangements.

2.3 Review of AI-generated documentation

AI-generated transcripts and clinical notes may contain errors or omissions. Grant Colombo remains responsible for reviewing and editing AI-generated documentation as appropriate and for exercising independent professional judgement in clinical assessment, treatment planning and patient care.

AI is used as a documentation aid and does not replace professional clinical judgement.

2.4 Separate consent and your choices

Before AI-assisted transcription is used, you will be asked to provide separate consent through the AI transcription consent option on your patient intake form.

You may decline AI-assisted transcription or withdraw your consent for its future use. Declining AI transcription will not, by itself, affect your access to chiropractic care. An alternative method of clinical documentation will be used where practicable.

If you withdraw consent during a consultation, transcription will be stopped as soon as reasonably practicable. Withdrawal of consent does not necessarily result in the deletion of information already collected, transferred or incorporated into your clinical record. Existing information will be handled in accordance with applicable legal obligations and retention requirements.

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2.5 Third-party AI processing

Heidi and any supporting technology providers involved in delivering its services may process information to provide the authorised functionality. The information processed and the purposes of processing depend on the features used, permissions granted, applicable service agreements and account configuration.

Heidi's published privacy policy states that health information is not used as an input to train, develop or improve AI models. The applicable account terms, plan and agreements govern the handling of information in your particular configuration.

Some information may be processed or stored outside Australia. Further information about relevant service providers and data handling arrangements can be requested from the practice.

3. Electronic Systems and Connected Accounts

3.1 Systems used by the practice

Colombo Chiropractic uses third-party services to support clinical documentation, practice administration, communications and accounting. These currently include:

- **Heidi Health: AI-assisted consultation transcription and clinical documentation.**
- **Cliniko: Appointment scheduling, patient administration, intake forms and clinical records.**
- **Email services: Patient correspondence and practice communications.**
- **Xero: Accounting, invoicing, payment reconciliation and financial record keeping.**

3.2 Connected account permissions

Heidi is connected to systems used by Colombo Chiropractic, including email, Cliniko and Xero. Depending on the integrations enabled and the permissions granted, Heidi may be able to access or process information available through these connected accounts, including relevant email content, patient and clinical administration information, and financial or accounting information.

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The information accessible to Heidi depends on the permissions and features configured. Connecting a service does not necessarily mean that all information held by that service is accessed or transferred in every interaction.

The practice will take reasonable steps to limit access to information to what is necessary for the intended functions and to review connected-account permissions as appropriate.

3.3 Other disclosures

Your information may be disclosed where reasonably necessary and appropriate to:

- **Healthcare providers involved in your care, with your consent or where otherwise permitted by law.**
- **Private health insurers and payment processors for relevant claims or transactions.**
- **IT, cloud storage, practice management, AI documentation and other service providers supporting practice operations.**
- **Professional advisers, including accountants, legal advisers and professional indemnity insurers, where necessary.**
- **Regulatory authorities, courts or other parties where disclosure is required or authorised by law.**
- **Debt recovery providers where necessary to recover outstanding accounts, subject to applicable privacy requirements.**

3.4 Overseas storage and processing

Some service providers may store or process information outside Australia. The location and handling of information depend on the provider, service, configuration and supporting technology used.

Colombo Chiropractic will take reasonable steps to comply with applicable privacy requirements concerning the use of overseas service providers and the disclosure of personal information outside Australia.

3.5 No sale of personal information

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Colombo Chiropractic does not sell or rent your personal information. Your information will not be disclosed for unrelated commercial marketing purposes without the necessary consent or other lawful basis.

4. Information Security and Record Retention

4.1 Security measures

Colombo Chiropractic takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Measures may include account access controls, password protection, appropriate system permissions and the use of service providers with relevant security arrangements.

Electronic systems and internet-based services involve risks, and absolute security cannot be guaranteed.

4.2 Clinical record retention

Clinical records are retained in accordance with applicable legal requirements, including NSW health-record retention requirements.

Generally, health information collected while a patient is an adult must be retained for at least seven years from the last occasion on which a health service was provided. Health information collected while a patient was under 18 years of age must generally be retained until the patient reaches 25 years of age.

Different requirements may apply in particular circumstances. A request to delete information will not override a legal obligation to retain clinical records.

4.3 Data breaches

Colombo Chiropractic maintains procedures for responding to suspected privacy incidents. Where a breach meets applicable notification requirements, affected individuals and relevant regulatory authorities will be notified in accordance with applicable laws and the Notifiable Data Breaches scheme, where applicable.

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5. Website and Electronic Communications

5.1 Website analytics

Our website may collect technical information such as IP addresses, browser type, device information and website usage data through cookies or analytics tools. This information may be used to maintain website functionality, improve performance and understand website usage.

You may be able to disable cookies through your browser settings, although this may affect some website functionality.

5.2 Electronic communications

Information sent by email, online forms or other electronic communication methods may be subject to security risks during transmission or while stored by the relevant provider. We take reasonable steps to protect information handled through these channels.

6. Marketing Communications

Colombo Chiropractic will not use your health information for direct marketing without the necessary consent or other lawful basis. Where you have agreed to receive marketing or promotional communications, you may withdraw that consent or unsubscribe at any time.

Communications necessary for appointments, billing, clinical care or other legitimate practice purposes may continue where appropriate.

7. Access, Correction and Privacy Complaints

7.1 Access and correction

You may request access to your personal information or request correction of information that you believe is inaccurate, incomplete, out of date or misleading.

Requests should be made in writing. Identity verification may be required. Requests will be handled within a reasonable timeframe and in accordance with applicable legislation. Access may be limited in circumstances permitted by law.

7.2 Privacy complaints

If you have concerns about how your personal information has been collected, used, stored or disclosed, you may submit a written complaint to:

Colombo Chiropractic
Email: colombochiro@outlook.com

We will investigate your complaint and respond within a reasonable timeframe. If you are dissatisfied with the outcome, you may contact the Office of the Australian Information Commissioner or the NSW Information and Privacy Commission, as appropriate.

8. Anonymous Enquiries and Policy Updates

8.1 Anonymous enquiries

You may choose to remain anonymous or use a pseudonym when making general enquiries where lawful and practicable. Identifying information is generally necessary to provide chiropractic care and maintain appropriate clinical records.

8.2 Updates

This statement may be updated to reflect changes in legislation, professional requirements, technology or practice operations. The current version will be available on our website or upon request.

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Patient Acknowledgement

I acknowledge that I have been given the opportunity to read and ask questions about the Privacy Collection Statement of Colombo Chiropractic. I understand the purposes for which my personal and health information may be collected, used, stored and disclosed, including the use of third-party digital systems.

I understand that AI-assisted transcription may be used to help prepare draft clinical notes, that AI-generated documentation requires appropriate practitioner review, and that I may decline AI-assisted transcription without that decision, by itself, affecting my access to chiropractic care.