

GSMC & Fitness Lab

AI, Recording & Privacy Policy

Effective: 2026

Geelong Sports Medicine Centre (GSMC) is committed to protecting your privacy and handling your personal and health information in accordance with Australian law.

This policy outlines how we use digital systems, AI-assisted tools, and recording technology within our practice.

Legal & Regulatory Framework

Legal & Regulatory Framework

We manage your information in accordance with:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Health Records Act 2001 (Victoria)
- Applicable professional and regulatory standards, including AHPRA guidelines

Systems We Use

We utilise secure, cloud-based systems to manage patient information and service delivery:

- Cliniko – clinical records, treatment notes, and appointment management
- GymMaster – memberships, bookings, and facility access
- Dragon Medical One – AI-assisted clinical documentation

These platforms are selected for their compliance with healthcare data security and privacy requirements.

Use of AI & Recording Technology

GSMC may use AI-assisted voice recognition technology (Dragon Medical One) during consultations to support clinical documentation.

This may involve:

- AI-assisted voice-to-text transcription of your consultation
- Temporary audio capture for the purpose of generating clinical notes

This information may be processed by secure, approved third-party software providers. Where possible, audio is not retained, and the final record stored is a written clinical note.

AI tools are used solely to assist documentation and are not used for diagnosis, clinical decision-making, or automated treatment.

Consent

Consent is obtained during the new patient registration process.

In addition, your practitioner may confirm your consent at the time of the consultation, particularly when AI-assisted transcription is used. Your consent (or refusal) will be documented in your clinical record.

You have the right to:

- Decline the use of voice transcription
- Withdraw consent at any time

If you do not wish for your consultation to be transcribed or recorded, please inform your practitioner or reception team.

Your care will not be impacted by this decision.

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Collection & Use of Information

We collect personal and health information necessary to:

- Provide healthcare services
- Maintain accurate clinical records
- Manage bookings, memberships, and communications

Your information is used only for purposes directly related to your care and clinic operations.

Data Security & Storage

- Information is stored securely within Cliniko and GymMaster systems
- Your information may be processed by approved third-party providers for clinical documentation purposes
- Reasonable steps are taken to protect data from misuse, interference, loss, and unauthorised access
- Access is restricted to authorised GSMC personnel only

We do not sell or disclose your information to third parties except where:

- Required by law
- Necessary for your care (e.g. referrals)
- You have provided consent

AI & Data Use

- AI tools used at GSMC do not use your data for external model training or commercial purposes
- No consultation data is used for third-party AI development
- All documentation is reviewed and verified by your practitioner before being finalised

Clinical Responsibility

All clinical decisions, diagnoses, and treatment plans are made by qualified health professionals.

AI technologies are used as administrative support tools only, and practitioners remain fully responsible for all clinical records and care provided.

Access & Complaints

You have the right to:

- Request access to your personal health information
- Request corrections to your records
- Make a complaint regarding privacy or data handling

Requests can be made by contacting our team directly.

Contact

For any questions regarding this policy or your information:

Geelong Sports Medicine Centre info@gsmc.net.au or 52222047

Nick Jarman

Director - Geelong Sports Medicine Centre & Fitness Lab Gym