



Australian Government

Department of Health, Disability and Ageing

Privacy Notice

[Contact Centre - APP 5 Notice]

Your personal information is protected by law, including the *Privacy Act 1988* and the Australian Privacy Principles (**APPs**).

Who is collecting your personal information?

Your personal information may be collected by the Department of Health, Disability and Ageing such as: enquirer names and contact details (such as phone numbers and email addresses), where provided; and sensitive personal information including Medicare numbers, dates of birth, addresses, provider numbers, Medicare claims history, or credit card information.

Why does the department collect your personal information?

We collect your personal information for the purpose of resolving your enquiry.

Your personal information may also be collected when calls are recorded and transcribed by an AI system provided by Datacom called Genesys. We use these recordings, transcripts and AI-generated outputs to resolve enquiries, train staff, and assure quality. Recordings may be paused or stopped at any time at the request of a caller, without any effect on the service provided.

As a prerequisite to using Genesys, our staff must complete AI fundamentals training that includes responsible and acceptable use of AI. We also require users to acknowledge safe, responsible and ethical use of AI before accessing and using generative AI tools.

What would happen if the department did not collect your personal information?

If you do not or are unable to provide your personal information the department may be unable to provide you with full resolution to your enquiry.

Who will the department disclose your personal information to?

We may disclose your personal information that is captured through calls to our Contact Centre to business partners within Health that need to address the enquiry.

Personal information provided where calls are recorded and transcribed by the AI system may be disclosed to DataCom who provide the Genesys platform for this system.

The department's privacy policy contains information about how you may access and seek correction of your personal information.

Privacy complaints

The department's privacy policy contains information about how you may complain about a breach of the Australian Privacy Principles or the *Australian Government Agencies Privacy Code* and how the department will deal with complaints.

Further information

You can read the department's privacy policy [here](#). You can obtain a copy of the APP privacy policy by contacting the department using the contact details set out at the end of this notice.

Consent

By providing your sensitive information to us, you consent to the Department of Health, Disability and Ageing collecting health information about you for the purposes indicated above.

If you are providing the department with personal information about another individual, unless you are authorised to consent on their behalf, you will need to inform that individual of the contents of this notice, and obtain their consent to the department collecting their personal information.

Contact details

If you wish to contact the department about a privacy-related matter, including questions about this notice, please contact the department's Privacy Officer by one of the following methods:

- **Post**
Privacy Officer
Department of Health, Disability and Ageing
23 Furzer Street
WODEN ACT 2606
- **Email**
privacy@health.gov.au
- **Telephone**
02 6289 1555