

Osteoarthritis Virtual Assistant

Privacy Notice



Who we are

The Centre for Health, Exercise and Sports Medicine at The University of Melbourne (we, us, our) operates the Osteoarthritis Virtual Assistant. This notice explains how we handle information when you use Osteoarthritis Virtual Assistant.

What the Osteoarthritis Virtual Assistant is (and what it is not)

Osteoarthritis Virtual Assistant is a virtual information assistant that provides general information about osteoarthritis. It does not provide personalised medical advice and is not a substitute for consultation, diagnosis or treatment by a health professional. If you think you may have a medical emergency, seek urgent care.

Osteoarthritis Virtual Assistant is intended to be used without you entering personal information (e.g., your name, contact details) or health information that could identify you. If you nevertheless enter personal information, we will handle it under the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic). Even if we ask you not to provide personal information, privacy law still applies if personal information is collected. We therefore provide the following collection notice about our practices.

What information we collect

a) Content you enter

The text you type into Osteoarthritis Virtual Assistant (your prompts/questions). Users are requested not to input personal information, if you choose to provide personal or health information in your prompt, that constitutes personal information or health information under Australian law.

b) Technical and usage data

Device and usage information (e.g., IP-derived general location, browser type, pages viewed, date, and session identifiers) collected through Osteoarthritis Virtual Assistant and analytics tools.

Why we collect your personal information

Collection is not required by law. Use of Osteoarthritis Virtual Assistant is voluntary, and you can choose not to enter personal information.

How we process information you provide

We will process information you provide us including any personal information as necessary for our legitimate interests, in accordance with applicable privacy laws, and only under the following circumstances:

- for the purpose for which it was collected; or
- a related purpose which you might reasonably expect including;
 - operate, secure and improve Osteoarthritis Virtual Assistant (e.g., troubleshooting).
 - provide you with responses and maintain session functionality (e.g., cookies/session IDs).
 - analytics and quality assurance (aggregated statistics on usage to improve content and usability).
 - research and evaluation using de-identified datasets wherever practicable; or

- where you have consented to the processing; or
- if we are required or permitted to do so by law.

The “processing” of personal information refers to all activities relating to the management of your personal information, from its collection and use, through to its storage and disposal, and everything in between.

Osteoarthritis Virtual Assistant uses external AI and analytics services. When you use Osteoarthritis Virtual Assistant, your inputs and usage data are sent to and processed by service providers located in the United States.

Our providers include:

- String Theory AI (subsidiary of String Theory Creative)
 - Third party developer who help to maintain the chatbot with Centre of Health, Exercise and Sports Medicine (Based in Melbourne, Australia)
- CustomGPT.ai
 - Terms of service: https://www.iubenda.com/terms-and-conditions/45263214?utm_content=customgpt.ai
 - Privacy Policy: <https://www.iubenda.com/privacy-policy/45263214>
- OpenAI
 - Terms of use: <https://openai.com/en-GB/policies/row-terms-of-use/>
 - Business data privacy, security, and compliance: <https://openai.com/business-data/>
- Anthropic
 - Privacy Policy: <https://www.anthropic.com/legal/privacy>
- Google Analytics 4
 - Privacy & Terms: <https://policies.google.com/technologies/partner-sites>
 - Safeguarding your data: <https://support.google.com/analytics/answer/6004245?sjid=3598893812500966351-NC>

We take all reasonable steps to ensure that the interstate or overseas transfer of personal information is in accordance with our privacy obligations as outlined in the University’s [General Privacy Statement](#). However, you acknowledge and consent that any personal information shared as “content you enter” is processed and received by the Third-party companies based in the United States.

We will hold the personal information you provided us for 15 years. After this period, it will be securely destroyed in compliance with the [University’s retention and disposal authority](#).

Further privacy information

Refer to the University’s [General Privacy Statement](#) or [other privacy statements](#) for general information about how we process and protect personal information, including:

- our lawful basis for processing personal information;
- collection, use and disclosure of personal information;
- accuracy, security and storage of personal information;
- retention and disposal of personal information;
- your individual rights; and
- applicable privacy laws.

Refer to the University's [Online Privacy Statement](#) for information about how personal information may be automatically collected from you, such as through the use of cookies, as a result of your visit to websites controlled by the University.

Your rights

You may request access to, or correction of, your personal information we hold, or exercise your individual rights as applicable under relevant privacy laws, unless this would have an unreasonable impact on the privacy of others or would contravene the University's other legislative obligations.

Contact

For further information you can contact us at kim.bennell@unimelb.edu.au

For further information about how the University manages personal information, and for details of how to make an enquiry, lodge a complaint, or to contact the University's Privacy and Data Protection Officer, please refer to our [Privacy webpage](#), view the [University's Privacy Policy](#).

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