



Australian Government

National Archives of Australia

Records Authority

2024/00018433

**Digital Health Infrastructure,
Products and Services**

Australian Digital Health Agency

2026



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INTRODUCTION

The Australian Digital Health Agency (ADHA) and the National Archives of Australia have developed this records authority to set out the requirements for keeping or destroying records for the core business of Digital Health Infrastructure, Products and Services. It represents a significant commitment on behalf of ADHA to understand, create and manage the records of its activities.

This authority is based on the identification and analysis of the business of ADHA. It takes into account the agency's legal and organisational information management requirements, and the interests of stakeholders, the agency and the National Archives.

The authority sets out those records that need to be retained as national archives and specifies the minimum length of time that temporary records need to be kept. This authority gives ADHA permission under the *Archives Act 1983*, for the destruction of the temporary records described after the minimum retention period has expired. Retention periods for these temporary records are based on: an assessment of business needs; broader organisational accountability requirements; and community expectations, and are approved by the National Archives on the basis of information provided by the agency.

As changes in circumstances may affect future information management requirements, the periodic review of this authority is recommended. All amendments must be approved by the National Archives.

APPLICATION OF THIS AUTHORITY

1. This authority is to be used to determine how long records must be kept. Records are matched to the relevant core business and records class in the authority.
 - Where the minimum retention period has expired and the records are not needed for ADHA's business they should be destroyed as authorised in this authority.
 - Records that have not reached the minimum retention period must be kept until they do.
 - Records that are identified as 'retain as national archives' are to be transferred to the National Archives for preservation.
2. This authority should be used in conjunction with general records authorities such as:
 - the *Administrative Functions Disposal Authority (AFDA) Express Version 2* issued by the National Archives to cover business processes and records common to Australian Government agencies; and
 - *General Records Authority (31) - Destruction of source or original records after digitisation, conversion or migration* (2015).
3. The normal administrative practice (NAP) provision of the *Archives Act 1983* gives agencies permission to destroy certain records without formal authorisation. This usually occurs where records are duplicated, facilitative or for short-term use only. NAP does not replace arrangements agreed to in this authority but can be used as a tool to assist in identifying records for destruction together with an agency's records authority or authorities, and with *AFDA Express Version 2*. The National Archives recommends that agencies develop and implement a NAP policy. Advice and guidance on destroying records as a normal administrative practice and on how to develop a NAP policy is available from the National Archives' website at www.naa.gov.au.
4. Records that are reasonably likely to be needed as evidence in a current or future judicial proceeding or are subject to a request for access under the *Archives Act 1983*, the *Freedom of Information Act 1982* or any other relevant act must not be destroyed until the action has been completed.
5. Records subject to a disposal freeze must not be destroyed until the freeze has been lifted. Further information about disposal freezes and whether they affect the application of this authority is available from the National Archives website at www.naa.gov.au.
6. Where the method of recording information changes (for example from an analogue system to a

digital system, or when information is migrated from one system to a new system) this authority can still be applied, providing the records document the same core business. The information must be accessible for the period of time prescribed in this authority. The ADHA will need to maintain continuing access to the information, including digital information, for the periods prescribed in this records authority or until the information is transferred into the custody of the National Archives.

7. In general, retention requirements indicate a minimum period for retention. The ADHA may extend minimum retention periods if it considers that there is an administrative need to do so, without further reference to the National Archives. Where the ADHA believes that its accountability will be substantially compromised because a retention period or periods are not adequate, it should contact the National Archives for review of the retention period.
8. Records identified in 'retain as national archives' classes in this authority have been determined to be part of the archival resources of the Commonwealth under section 3C of the *Archives Act 1983*. The determination of Commonwealth records as archival resources of the Commonwealth obliges agencies to transfer the records to the National Archives when they cease to be current and, in any event, within 15 years of the records coming into existence, under section 27 of the *Archives Act 1983*.
9. Records in the care of agencies should be appropriately stored, managed and preserved. Agencies need to meet this obligation to ensure that the records remain authentic and accessible over time. Under Section 31 of the *Archives Act 1983*, access arrangements are required for records that become available for public access, including those records that remain in agency custody.
10. Appropriate arrangements should be made with the National Archives when records are to be transferred into custody. The National Archives accepts for transfer only those records designated as national archives. Records created digitally after 1 January 2016 can be transferred in digital formats only.
11. Advice on how to use this authority is available from the ADHA's information manager. If there are problems with the application of the authority that cannot be resolved, please contact the National Archives.

CONTACT INFORMATION

For assistance with this authority or for advice on other information management matters, please contact National Archives' [Agency Service Centre](#).

AUTHORISATION

Records Authority 2024/00018433

Notice of authorisation

Person to whom notice of authorisation is given:

Ms Amanda Cattermole PSM
Chief Executive Officer
Australian Digital Health Agency
Discovery House West
Level 3, 47 Bowes Street
Phillip ACT 2606

Purpose

Authorises arrangements for the disposal of records in accordance with Section 24(2)(b) of the *Archives Act 1983*.

Determines records classed as 'retain as national archives' in this records authority to be part of the archival resources of the Commonwealth under section 3C of the *Archives Act 1983*.

Application

All core business records relating to Digital Health Infrastructure, Products and Services.

Authority

This authority gives permission for the destruction, retention or transfer to the National Archives of Australia of the records described. This authority will apply only with the consent of the agency currently responsible for the business documented in the records described.

This document has been authorised through a digital workflow (R556682026).

Authorising Officer	Date of issue
Josephine Secis Assistant Director-General, Collection Management National Archives of Australia	4 June 2026

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

The core business of providing digital health infrastructure, products and services to support the delivery of healthcare and access to health information relating to healthcare recipients. Involves development, implementation, support, promotion, management, operation and improvement of national digital health infrastructure systems and associated digital health products and services under relevant digital health related legislation (such as the *My Health Record Act 2012*), collectively known as the national digital health infrastructure. Includes provision of clinical governance to enable better health outcomes and experiences for the Australian community by setting expectations for: accountability; ensuring the clinical safety, effectiveness and quality of digital health products and services, including the national infrastructure supporting their delivery; and continuous improvement across all digital health products and services. Also includes identifying priorities and promoting the value of digital health infrastructure systems, products and services, such as the My Health Record system, telehealth and electronic prescriptions, through the management and coordination of the national digital health strategy.

The **core activities** include:

- developing, implementing and reviewing digital health policies, procedures, plans, rules, strategies and frameworks to support the core business, including national and sector-wide policies and strategies to support national digital health infrastructure and clinical health governance and safety. Includes developing and implementing a national digital health strategy;
- developing, implementing and reviewing digital health programs and projects to support the core business, including national and sector-wide programs and projects and agency-specific initiatives to support national digital health infrastructure and clinical health governance and safety, and achieve the strategic objectives of the national digital health strategy (such as developing secure messaging technologies and electronic prescribing). Includes projects undertaken as joint ventures;
- designing, developing, building or procuring, establishing, managing, maintaining, reviewing, decommissioning and disposal of specialised digital health systems, products and services that comprise the national digital health infrastructure to support the core business, including by supporting the delivery of healthcare and access to health information relating to healthcare recipients (e.g. My Health Record system; Provider Connect Australia). Includes service catalogue management and validation and testing to provide input into the development and design lifecycles to support continuous improvement;
- operating, monitoring, managing and maintaining national digital health infrastructure that stores and manages health information for healthcare providers and healthcare recipients, including the national digital health record platform (currently the My Health Record system). Includes registration of healthcare recipients, healthcare organisations and healthcare providers; collecting information and data; managing the national infrastructure operator; establishing and maintaining record access control mechanisms and enabling public access; and evaluation and assurance of third-party products that connect to the My Health Record system;
- establishing and maintaining a register to support the operation of the national digital health record platform (currently the My Health Record system) and associated products and services;
- designing, developing, building or procuring, evaluating, establishing, configuring, modifying, maintaining, reviewing and decommissioning, specialised digital health software-based technology solutions that are commissioned, built or significantly customised by the agency to specifically meet unique requirements relating to the core business;
- establishing and operating a test environment for the national digital health infrastructure system and associated digital health systems, products and services;
- onboarding software suppliers connecting to the organisation's systems, products and services;

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

- monitoring and evaluating digital health infrastructure, products and services, the national digital health strategy, and the digital healthcare environment to establish effectiveness and identify areas for improvement;
- developing, establishing, implementing, monitoring, maintaining and reviewing digital health related standards, specifications, and terminologies to support the national digital health system infrastructure and its stakeholders, and maximise effective interoperability of public and private sector digital health systems. Includes national clinical terminologies and system architecture principles and guidelines underpinning digital health services;
- developing and implementing compliance approaches in relation to the adoption of agreed standards, specifications and terminologies relating to digital health, including compliance monitoring and accreditation of standards, specifications and terminologies;
- developing, implementing, managing, maintaining and reviewing the clinical safety management system framework and associated processes, activities and safety cases to support clinical risk management and safety assurance in the delivery of national digital health infrastructure, products and services;
- monitoring and oversight of clinical effectiveness, usability, quality and clinical safety of digital health infrastructure, products and services, and the application of clinical risk processes. Includes identifying, managing and reporting on significant or high-profile clinical incidents;
- undertaking marketing and promotional activities to encourage the adoption and use of digital health infrastructure, products and services and raise awareness about the use of clinical safety and quality improvement mechanisms, clinical outcomes and clinical safety methodologies;
- negotiating, establishing and implementing agreements and contracts, including memoranda of understanding and joint venture agreements. Includes agreements and contracts for the provision of digital health infrastructure, products and services;
- protecting national digital health infrastructure and personal health information of Australians from cyber threats by raising the security posture of the Australian health sector, implementing operational security measures, and providing guidance to clients on cyber security threats. Includes operation of the Digital Health Cyber Security Centre and infrastructure incident management;
- developing and providing guidance, information awareness education and training, tools, and other support to the digital health sector, healthcare providers, healthcare recipients and digital health software developers. Includes support for the uptake and use of digital health infrastructure, products and services, including establishing and maintaining the developer portal and support services to digital health providers and government agencies related to clinical governance;
- liaising, collaborating and consulting with stakeholders, including international organisations, other government agencies, professional bodies, healthcare providers, healthcare recipients and digital health software developers. Includes establishing and managing a panel of digital health advisers, consulting on product and service development, cultivating partnerships or commercial relationships that support delivery; and supporting the evolution and improvement of third-party products and services (such as clinical information system software);
- managing appeals and reviews of agency decisions;
- undertaking data analysis and research and development to support the core business; and
- managing the commercialisation of digital health infrastructure, products and services, including their production and distribution, and identifying and developing new commercial business opportunities and partnerships.

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

The performance of the core business is supported by **general activities** such as:

- developing, implementing and reviewing internal processes, guidelines and instructions;
- providing and receiving advice and other information;
- planning and reporting;
- project management;
- establishing, managing and participating in committees, meetings, forums, working groups, taskforces and other bodies;
- evaluating and reviewing;
- delegating powers and authorising actions;
- arranging and attending internal and external conferences, symposia, seminars and workshops;
- fulfilling compliance requirements, including fiscal, legal, regulatory or quality standards and requirements;
- identifying, assessing and managing risks;
- planning, conducting and facilitating audits; and
- receiving and responding to enquiries, complaints and feedback.

Cross references to AFDA Express Version 2

For advice, briefs and submissions to the portfolio Minister and other government bodies, cabinet submissions and the organisation's participation in formal inquiries, use EXTERNAL RELATIONS.

For receiving and responding to routine enquiries about the agency's activities, products and services; media releases and interviews; speeches and presentations by members of the agency's governing body, the Chief Executive Officer or other senior agency officers; and marketing campaigns and advertising to promote the agency's programs and activities more broadly (other than specific infrastructure systems, products and services) and promote awareness of the national digital health environment, use EXTERNAL RELATIONS.

For development of new legislation and amendments to existing legislation, use EXTERNAL RELATIONS and/or STRATEGIC MANAGEMENT.

For the production and distribution of agency publications developed in support of the core business, including newsletters and agency websites, use PUBLICATION.

For developing and managing corporate information communications and technology systems, processes and activities which do not provide specialised support for the core business, use TECHNOLOGY AND INFORMATION MANAGEMENT.

For records relating to data breaches of digital health systems, products and services administered by the agency, use TECHNOLOGY & INFORMATION MANAGEMENT.

For managing legal services, including legal advice, litigation, and establishing and managing agency intellectual property (including patents, trademarks, designs, trade secrets and all forms of copyright), use LEGAL SERVICES.

For developing and executing contracts under seal or deeds, including signed joint venture contracts under seal, use CONTRACTS UNDER SEAL/DEEDS.

Cross references to other records authorities

For the establishment and management of the agency's governing body (i.e. the Australian Digital Health Agency Board), use General Records Authority 27 – GOVERNING BODIES.

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

For the establishment and management of advisory bodies supporting the agency's core business, such as the Clinical and Technical Advisory Committee and the Consumer Advisory Committee, use General records Authority 26 – ADVISORY BODIES.

Class no	Description of records	Disposal action
63149	<p>Records documenting:</p> <ul style="list-style-type: none"> • developing, implementing and reviewing national and high-level internal and external policies, plans, rules, strategies and frameworks supporting the core business. This includes the National Digital Health Strategy and Strategy Delivery Roadmap; Clinical Governance Framework for Digital Health; National Digital Health Capability Action Plan; National Healthcare Interoperability Plan), including final versions, proposals, major drafts, submissions, stakeholder consultation and supporting research; • developing, implementing and reviewing major programs and projects to support the core business, that: are innovative and ground breaking in nature; are prominent, controversial or attract considerable official or public interest; have national or international implications or involve significant international collaboration or industry partnerships; are created in relation to the COVID-19 pandemic; result in changes to, or have considerable implications for, Government policies or programs; are considered to be of substantial benefit to the healthcare industry or the community; or, result in significant changes to core business and how it is delivered. This includes national and sector-wide programs and projects, and agency initiatives to support national digital health infrastructure and clinical health governance and safety, and achieve the strategic objectives of the National Digital Health Strategy (e.g. Secure Messaging program; electronic prescribing; Clinical Informatics Specifications program; Telehealth; Health Information Gateway; Aged Care Connections Project). Includes clinical safety programs and joint ventures. Includes project outcomes/deliverables, project plans, progress reports, risk analysis, schedules, terms, conditions, stakeholder consultations, and supporting research; • designing, developing, building or procuring, establishing, managing, maintaining, reviewing and decommissioning of specialised digital health systems, products and services that comprise the national digital health infrastructure to support core business, including by supporting the delivery of healthcare and access to health information relating to healthcare recipients (e.g. My Health Record; National Clinical Terminology Service; Healthcare Identifiers Service; Provider Connect Australia; National Authentication Service for Health; Telehealth and virtual models of care). This includes joint ventures and commercial partnerships. Includes proposals, product road map, feasibility and scoping studies, business case and modelling, specifications, stakeholder consultations and supporting research, agreements, evaluation and testing reports, performance reviews, reports, market research and analysis, major drafts and final outcomes; • designing, developing, building or procuring, evaluating, establishing, configuring, modifying, maintaining, reviewing and decommissioning specialised digital health software-based technology solutions that are 	Retain as national archives

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

Class no	Description of records	Disposal action
	<p>commissioned, built or significantly customised by the agency to specifically meet unique requirements relating to core business and: are ground-breaking or innovative in nature (such as developing and employing complex machine learning algorithms to make business decisions); are created in response to the COVID-19 pandemic (whether implemented or not); are controversial or of considerable public interest; or otherwise represent a significant change in the delivery or performance of the agency's core business (eg smart phone apps like My Health app; Clinical Vaccine Integrated Platform; Health API Gateway). This includes project proposals, system specifications, testing and acceptance reports, developing source code and algorithms, data dictionaries, and system documentation and technical manuals;</p> <p><i>[For designing, developing, evaluating, establishing, configuring, modifying, maintaining and decommissioning other software-based technology solutions that do not provide specialised support for the core business and/or are not ground-breaking or innovative in nature, use TECHNOLOGY AND INFORMATION MANAGEMENT.]</i></p> <ul style="list-style-type: none"> • developing and reviewing the clinical safety management system framework, including comprehensive processes and techniques. This includes processes and templates for reports to execute and communicate clinical safety activities and assurance, clinical safety action plans, approvals and briefings; • national digital health record platform for healthcare recipients and healthcare providers (currently known as My Health Record). This includes datasets and associated information. It excludes detailed health information for individual healthcare recipients uploaded to the national digital health record platform. <p><i>[For detailed health information of individual healthcare recipients uploaded to the national digital health record platform where the registration of the healthcare recipient is cancelled at the request of the healthcare recipient or their authorised representative, use class 63151.</i></p> <p><i>[For detailed health information of individual healthcare recipients uploaded to the national digital health record platform where the registration of the healthcare recipient is not cancelled at the request of the healthcare recipient or their authorised representative, use class 63150.]</i></p> <ul style="list-style-type: none"> • developing, establishing, maintaining and reviewing digital health related standards, specifications, and terminologies to support the national digital health system infrastructure and its stakeholders, including national clinical terminologies and system architecture principles and guidelines underpinning digital health services (eg SNOMED CT-AU clinical document specifications; Australian Medicines Terminology; LOINC; specifications for clinical information systems). This includes final versions, major drafts, submissions, stakeholder consultations and supporting research; • significant summary records supporting the core business, such as summary information about healthcare recipients or health providers (eg Register of Conformant Clinical Software Products and other conformance registers; Provider Connect Australia register; My Health 	

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

Class no	Description of records	Disposal action
	<p>Record register of healthcare providers). Includes statutory and non-statutory registers, indexes and datasets and associated information;</p> <ul style="list-style-type: none"> • complaints that are controversial or attract considerable official or public interest; will potentially have substantial social, economic, political or national implications; or, result in major changes to agency or Government policies, programs or procedures, or changes to legislation; • final versions of significant agreements and contracts and supporting documents that: relate to substantial funding agreements or the establishment of major partnerships and cooperative or commercial arrangements with other governments, agencies and organisations; are controversial, of public interest or ground-breaking in nature; are of international, national or regional significance; or, have a major impact on agency policies or programs. This includes memoranda of understanding, major service level agreements, service level specifications, and joint venture agreements; • high-level internal and external, including inter-governmental or inter-agency, committees, working groups, consultative groups, taskforces and other bodies, where the agency provides the secretariat, is the Australian Government's main representative, or plays a prominent role (eg National Steering Committee for the National Children's Digital Health Collaborative; Strengthening Medicare Taskforce; Global Digital Health Partnership; Clinical Governance Committee). This includes establishment records, final versions of minutes, agenda, and tabled papers; • providing and receiving high-level advice, including position papers, briefs, opinions, reports and stakeholder submissions; • developing national and high-level reports, including high-level reporting on national digital health infrastructure, digital health strategic objectives of the national digital health strategy and clinical health governance and safety (eg Clinical Governance Performance Report). Includes final versions, major drafts, stakeholder consultation and supporting research; • outcomes of major research and analysis undertaken or commissioned by the agency, including research into the uptake and benefits of digital health services (eg Clinical and Healthcare Improvement through My Health Record Usage and Education in General Practice study). This includes final research reports, research findings, statistical and trend analysis, and supporting research datasets and associated information; • national and high-level reviews, including sector-wide strategic and major internal reviews (eg external clinical assurance reviews). Includes final review reports, major drafts, recommendations, terms of reference, stakeholder consultations, submissions, and supporting research; • appeals or reviews of decisions made by the agency that: are precedent setting, controversial or of public interest; or, result in major changes to agency policy or programs. This includes appeals to higher authorities such as the Administrative Appeals Tribunal; • final versions of unpublished proceedings, reports, presentations and conference papers of major internal and external conferences, symposia, 	

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

Class no	Description of records	Disposal action
	<p>seminars and forums hosted by the agency (eg Summit on Clinical Governance in Digital Health);</p> <ul style="list-style-type: none"> final versions of tools and resources, training and education, and other support developed and provided to the digital health sector, including healthcare providers, healthcare recipients and digital health software developers, to support the core business. This includes tools to support development, uptake and use of digital health infrastructure systems, products and services and improve clinical governance. Includes education and training material, webinars, podcasts, fact sheets, templates, forms, checklists, and self-evaluation tools; and developing and implementing major communications campaigns and promotional activities to encourage the adoption and use of digital health infrastructure, products and services and raise awareness about the use of clinical safety and quality improvement mechanisms, clinical outcomes and clinical safety methodologies. This includes information awareness activities, advertising and social media activity, and product branding. It includes final versions of communications plans, marketing and promotional material and tools, such as print, radio and television advertisements, social media posts, brochures, flyers, posters, customer case studies, and promotional photographs and videos. <p><i>[For agency marketing campaigns and promotional activities to support the agency's core business programs and activities more broadly and promote awareness of the national digital health environment, use EXTERNAL RELATIONS.]</i></p>	
63150	<p>Records of detailed health information of individual healthcare recipients uploaded to the national digital health record platform (currently My Health Record; previously known as the Personally Controlled Electronic Health Record or eHealth record), other than those records that are required to be destroyed because of the cancellation of registration at the request of an individual healthcare recipient or their authorised representative. This includes records of detailed health information of individual healthcare recipients who have had their registration cancelled due to: the death of the healthcare recipient (or the assumption of their death); failure to prove eligibility or verify the identity of the healthcare recipient; or, other security and integrity issues in accordance with digital health related legislation. It excludes name and healthcare identifier of the healthcare recipient, and the date the cancellation decision takes effect.</p> <p><i>[For health information of individual healthcare recipients uploaded to the national digital health record platform where the registration of the healthcare recipient is cancelled at the request of the healthcare recipient or their authorised representative, use class 63151.</i></p> <p><i>[For excluded information of the healthcare recipient retained in the national digital health record platform (eg name, healthcare identifier, date of cancellation etc), use class 63149.]</i></p>	Destroy 30 years after death of healthcare recipient, or where date of death is not known, 130 years after date of birth of healthcare recipient.
63151	Records of detailed health information of individual healthcare recipients uploaded to the national digital health record platform (currently My Health Record; previously known as the Personally Controlled Electronic Health	Destroy as soon as practicable

DIGITAL HEALTH INFRASTRUCTURE, PRODUCTS AND SERVICES

Class no	Description of records	Disposal action
	<p>Record or eHealth record), where the record is required to be destroyed because of the cancellation of registration at the request of the healthcare recipient or their authorised representative. This includes any copies, previous versions and back-up versions of the record. It excludes name and healthcare identifier of the healthcare recipient, name and healthcare identifier of the person who requested the cancellation (if different from the healthcare recipient), and the date the cancellation decision takes effect.</p> <p><i>[For health information of individual healthcare recipients uploaded to the national digital health record platform where the registration of the healthcare recipient is not cancelled at the request of the healthcare recipient or their authorised representative, use class 63150.</i></p> <p><i>For excluded information of the healthcare recipient retained in the national digital health record platform (eg name, healthcare identifier, date of cancellation etc), use class 63149.]</i></p>	<p>after the cancellation decision takes effect (in accordance with requirements of relevant digital health related legislation)</p>
63152	<p>Records documenting:</p> <ul style="list-style-type: none"> • routine operational administrative tasks supporting the core business; and • digital health infrastructure, products and services activities, other than those covered in classes 63149 to 63151. 	<p>Destroy 10 years after action completed</p>