



PHYSIO OLIVIA PRIVACY POLICY

Your privacy is very important to Physio Olivia. We are committed to handling your personal information, including health information, in accordance with the Australian Privacy Principles (APPs) contained in the Commonwealth Privacy Act 1988. This governs the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.oaic.gov.au

This policy outlines Physio Olivia's ongoing obligations to you in respect of how your Personal Information is managed.

PERSONAL INFORMATION

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect and hold include:

- Your name, address, email address, phone and any other contact details
- date of birth
- occupation
- information about family or relatives
- information about other health professionals involved in the patients' care
- healthcare identifiers such as Medicare number, DVA number
- health information including history of symptoms, relevant medical history, diagnosis made, treatment obtained, test and investigations results, specialist reports, prescriptions and medications
- health fund details
- any other information collected for the purposes of providing physiotherapy treatment

Personal Information is obtained in the following ways:

- directly from you via phone, email correspondence or face to face
- via our online booking system
- from a person responsible for you
- from a third party including other medical professionals involved in your care, from your health insurer, from the My Health Record system etc. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

At Physio Olivia we collect and use Personal Information about you for the primary purpose of providing physiotherapy services to you, and to communicate with you and others involved in your care.

Personal Information provided may also be used to help manage accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of IT systems and to conduct accreditation, quality assurance or internal audits.

Personal Information may be used for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

Where appropriate and where possible, we will inform you why we are collecting the information and how we plan to use it.



PRIVACY POLICY cont...

DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed to others as permitted or required under law, or to third parties where you consent to the use or disclosure. Where applicable, situations in which we disclose information about you include:

- to comply with legal obligations
- to consult with other medical professionals involved in your healthcare
- to get test or scan results from diagnostic and pathology services
- to communicate with your health fund, with government and other regulatory bodies such as Medicare
- to help us manage our accounts and administrative services e.g. claim on insurance
- to prevent a serious threat to a patient's life, health or safety or a serious threat to public health or safety
- to help in locating a missing person
- to establish, exercise or defend an equitable claim through the My Health Record
- to prepare the defence of anticipated or existing legal proceedings
- to discharge notification obligations to liability insurers

SECURITY OF PERSONAL INFORMATION

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, by law Personal Information will be stored in client files which will be kept for a minimum of 7 years.

ACCESS TO YOUR PERSONAL INFORMATION

You have the right to access, review, correct and alter any of your Personal Information. To make a request, please contact Physio Olivia in writing. We will endeavour to respond to your request within 30 days.

To protect your Personal Information we will require identification from you before releasing the requested information.

Unless the access you request will require special steps or significant resources, there will be no charge for providing you with access to your information. However, Physio Olivia may charge an administrative fee for providing a copy of your Personal Information.

If the information we hold about you is not correct, please inform us in writing. We will take reasonable steps to correct your Personal Information where the information is not accurate. It is important to us that your Personal Information is kept up to date. In the event that your Personal Information has changed, please advise us as soon as possible to update our records.

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any concerns or complaints about our Privacy Policy or how your Personal Information has been dealt with, please contact Physio Olivia in writing at hello@physioolivia.com.au

Your concerns and complaints are taken seriously and we will endeavour to respond to you within 30 days.

UPDATING THIS POLICY

This policy may be updated in the future, to reflect any changes in our information-handling practices or the law or both. All changes will be effective immediately. Please check our website for updates.