



PHYSIOTHERAPY &  
CLINICAL PILATES  
WOLLONGONG • UNANDERRA

## PRIVACY POLICY

This Practice is committed to complying with the Privacy Act 1988, The Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Australian Privacy Principles 2014.

This Privacy Policy covers all the personal information we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion.

### 1. Kinds of personal information we collect and hold

We only collect information that is necessary for one or more of our functions or activities. If we collect sensitive information, (as defined under the Act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes, other than those for which we have obtained the Patient's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

When we collect personal information from a Patient, we will ensure that we do so in a fair manner and we will advise individuals of the purpose for which their personal information is collected.

Where a Patient chooses not to provide requested information, we will advise that individual of the consequences this non-disclosure may have. For example, withholding certain information may limit our ability to provide relevant offers or services to individuals.

We will always provide Patients with a nil cost way of contacting us to register a request to "opt-out" from receiving any mail-outs or offers.

### 2. How we collect and hold personal information

Our goal is to protect the personal information collected by our Practice, and its associations. Personal information will be managed confidentiality and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes to safeguard personal information.

### 3. How we use this personal information

We use this information to have a concise medical background to decide upon the best course of treatment to provide the best possible health outcome for our Patients.

#### *Unsolicited information*

If the Practice does receive unsolicited personal information that does not relate to a Patient's medical history or treatment – this documentation will be destroyed immediately.



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#### 4. How we disclose personal information

We only disclose personal information in accordance with the Privacy Act.  
This means that personal history may be disclosed:-

- For the purpose for which we have advised that we are collecting it.
- Whereby the Patient has consented to the use or disclosure of the information provided on our *Patient Consent Form* and/or *Release of Medical Information Form*.
- For related purposes the Patient would reasonably expect.
- Where we have the consent of the Patient to do so.
- As required by Law.
- Under other circumstances where permitted by the Act.

In the course of our business activities we may need to disclose some of your personal information to relevant staff within our Practice.

#### 5. How an individual may access personal information and seek correction of such information.

The Patient may request to access their personal information, and access must be granted within a reasonable period of time after the initial request has been made. The access to the information should generally be free of charge. However in circumstances deemed by the Practice, there will be a charge, eg: for copying and sending on information, levied.

There are also circumstances whereby access to Patient information may be refused, as per the Clauses outline in 12.3 of the Australian Privacy Principles. In this instance the Practice will provide written advice as to why access has been denied.

We will take all steps reasonable in the circumstances to ensure that the personal information we hold about you is accurate, up-to-date, complete, relevant and not misleading. However if you would like to make any corrections to your personal information you can contact us in writing at the address designated on this document. We will notify any third parties should any changes to your personal information concern that third party. Changes will be made within a reasonable time frame and in most instances will be free of charge.

#### 6. How an individual may complain about a breach of the Australian Privacy Principles or a registered APP code (if any) that binds the organisation. Also how the organisation will deal with such a complaint.

Our Practice is committed to the privacy of our patients, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this Policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

If you believe there has been a breach of your privacy please contact our Practice in the following ways:-

By phone: 42715648

By email: [admin@uphysiounanderra.com.au](mailto:admin@uphysiounanderra.com.au)

Write to us as: - 29A Central Road, Unanderra 2526.

We will deal with your complaint in accordance with our internal procedures.

If you are unsatisfied with the resolution of any complaints you make, you can contact the Commonwealth Ombudsman by calling 1300 362070 or refer to their website for additional information - [www.ombudsman.gov.au](http://www.ombudsman.gov.au)



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**7. The likelihood of disclosure of personal information to overseas recipients. If likely, there will be an individual policy for each specific country.**

Even though we do not envisage that the situation would eventuate, we will only disclose your personal information to an overseas recipient upon your written request and permission, and in accordance with the specific policy for that country.

***Amendment to policy***

*We may discontinue or amend any part, or the whole of this Policy, from time to time at our absolute discretion. We will provide you with notice over any variation or amendment to this Policy by publishing the varied Policy on our own website. You accept that by doing that we will have provided you with sufficient notice of the variation of this Policy and that you will be bound by the varied Policy when you next visit our website.*

**Policy Adopted December, 2015**

**Data/Policy and Procedures/Privacy Policy**