



Please take the time to read and understand the following.  
We will ask you to provide consent at your first appointment.

## PURPOSE

A to Z Physiotherapy is committed to ensuring confidentiality and safety of all personal health information collected regarding our clients, staff, contractors and website visitors. Our policy adheres to the Australian Privacy Principles (APPs) and Australia Privacy Principles as documented in the Privacy Act 1988. Our Privacy Statement explains how we collect, hold, use and disclose your personal information.

In this Privacy Statement 'we', 'us' and 'our' refers to all members associated with A to Z Physiotherapy.

This policy covers:

1. What type of information we collect.
2. Why and how we collect information.
3. How we use information.
4. How we protect information.
5. Clients accessing their personal information.
6. How to manage complaints and breaches.

*Personal Health information is defined as information which concerns a patient's details, health, medical history, or past or present care; and which is in a form that enables or could enable the patient to be identified.*

### 1. Information we collect:

A to Z Physiotherapy collects information that contributes to the assessment, and careful treatment of the client. This personal information includes information or an opinion, whether true or not, about an identified individual or an individual who is reasonably identifiable.

This may include:

- Personal information – Name, date of birth, and contact details
- Billing information – payment history, private health insurance, third party insurance, outstanding invoices.
- Medical information – including past injuries/ illnesses, present concerns, previous reports/scans/tests, opinions of other medical professionals involved in treating the client, and lifestyle factors.
  - We will only collect this “sensitive information” from you with your consent and willingness, and where we reasonably need to do so.
  - In the instance that an authorised representative will speak or contribute to providing us information on your behalf, we will need to be provided with their personal information. It is your responsibility to inform these individuals that their personal information has been given.
- Movement history – including work or daily habits, sports or childhood activities



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- Client Goals
- Marketing information – eg source of referral or how patient found A to Z Physiotherapy
- Family health history
- Other information we consider necessary to provide our products or services to you.

*This information is collected to help our clinicians to understand the client, and provide suitable, safe and individualised care.*

### 2. How we collect personal information:

Most information is gathered directly from our clients, unless this is unreasonable or impracticable. Some information is gathered through the completion of forms, for example through our website, email correspondence, phone calls, applications or social media channels when you contact us to make a booking. Most of the personal health information is gathered during our consultations, directly from our clients, or via correspondence from other treating health professionals.

In summary, the means by which we collect personal information are:

- Completion of forms through website, email, applications or social media
- Over the phone
- Face to face consultations
- Email or written correspondence with client or referrer
- Paying bills

Occasionally we are required to obtain information from sources other than the client. This can include referring doctors, employees, workers compensation, third party insurance, Medicare, private health funds, parents/guardians, disability support workers, and/or family carers.

We only use lawful and fair means to collect your personal information and take reasonable action to display Privacy Notices at the time we collect your information. In the event that the Privacy Notice isn't given at that time, it can be provided soon after, via our website. We take reasonable action to ensure the safety of this information given (see below).

We'll assume that, unless you tell us otherwise, you consent to us collecting the information that you provide to us (either directly or indirectly) for use and disclosure by us according to this Privacy Statement.

### 3. How we use personal information:

The information gathered is used to safely and thoroughly care for our clients. This may include:

- Verification of your identity
- Understanding your presenting condition
- Devise a suitable treatment plan



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- Provide you with information/ recommendations in person or over the phone relating to your health plan
- Information regarding source of referrals is used for marketing analysis and business growth
- Maintaining our records and internal reports

#### 4. Who we may disclose your personal information to:

- Communication with other relevant treating health professionals for holistic care management
- Communication with family members (when consent is given), to support the projected plan for the patient
- Communication with insurers, employers, third parties, Medicare, DVA or Private Health Insurers. This may include liaison with case managers, or medical/allied health specialists employed by these governing bodies.
- Other parties reasonably expected to be included in the treatment of any patient case.
- Information is only provided to third parties on the provision that patients have accepted this privacy policy.
- Debt collectors in the instance that outstanding invoices are not paid within a 3-month time frame of unpaid invoice.
- Law enforcement or government agencies, as required or authorised by law (for example, to the Australian Tax Office).

We take reasonable steps to ensure these organisations comply with confidentiality and privacy obligations concerning the protection of personal information.

#### Direct Marketing:

Occasionally, contact information given such as emails, address or phone numbers can be used for marketing promotions. These will be limited and clients have the option to opt out of receiving promotions at any time.

#### Third Party websites:

We may provide links to other websites, which may be educational, or supplementary to your health plan. We make no representations or warranties in relation to the privacy practices of any third party website. We are not responsible for the privacy policies or contents of any third party website. If you visit a third party website, you are governed by the terms of use and privacy policy of that third party website.

#### 5. How we protect Information:

A to Z Physiotherapy is committed to handling private health information with respect and safety. Client information is stored within A to Z Physiotherapy's securely protected software database. To safeguard and



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secure information, the following measures are in place to protect from mishandling, unauthorised use and interference of patient information:

- Electronically
  - Virus scanning and protection
  - Web domain scanning and protection.
  - Secure server and closed network environments
  - Security of, and password protected online patient files.
  - Ongoing training and security reviews.
- Physical and managerial safety practices by clinicians.
  - Clinicians understand the ethical and safety principles related to handling private health information.
  - Clinicians are trained to share private health information with other treating specialists only in the best interests of the client and will not share with anyone not directly related to treatment.
  - Information will not be shared in the case that the client does not consent.

When our service involves other parties, such as doctors or other allied health professionals, we will only provide them with the necessary information related to their interaction with the client.

Medical professionals, allied health personnel, and third party companies also adhere to strict controls for protection of client information, to avoid the mishandling, or unauthorised disclosure of information. When consent has been granted by the patient to liaise with treating medical professionals or third party companies, the handling and safeguard of information is the responsibility of that third party institution.

#### **6. Clients accessing personal information:**

We take reasonable steps to ensure that the information we hold is true, accurate, not misleading, timely and secure. Please advise us:

- if there is any change to any of the details you have given us, or
- if it comes to your attention that we hold information about you that is not correct, accurate, complete, up-to-date or relevant.

This helps our clinicians ensure that your treatment plan and recommendations are most suitable for your current state.

Clients' personal health records are stored for seven (7) years after their last appointment. A client can access or amend their personal health records at any time within this seven (7) year period, unless we consider that the law permits or requires us to withhold the information or not make the correction. For example, information cannot be revealed if it would unreasonably affect someone else's privacy or if it poses a serious threat to someone's life, health or safety. Personal identification is required before the provision health documents can be provided.



A request for access to personal health records can be made in person at our practice.

### **7. How we manage Complaints and Breaches:**

If a client or a staff member would like to make a complaint regarding patients personal information, including any breaches of any Australian Privacy Principles or have any questions regarding this privacy statement, they are able to submit a complaint or query to [admin@atozphysio.com.au](mailto:admin@atozphysio.com.au).

You can ask to deal with us anonymously or using a pseudonym. We will generally allow this where lawful and practicable (for example, where you wish to make an anonymous complaint and we do not need your actual name to investigate that complaint).

If you are not satisfied with the outcome of your complaint, you may refer your complaint to the Australian Health Practitioners Registration Authority (AHPRA).

### **Cookies:**

Our website may use cookies to collect information about your use of the website (such as, date and time of visits, IP addresses) and to track advertising campaign data for advertising purposes.

A 'cookie' is a small file that is sent to your computer when you visit our website. Cookies may store user preferences and other information. The cookies we use do not store any personal data or collect personally-identifiable information. You can set your browser to refuse cookies or to indicate when a cookie is being sent.