



AUSTRALIAN
PHYSIOTHERAPY
ASSOCIATION

Privacy Policy: True Balance Physio

OUR COMMITMENT TO YOUR PRIVACY

December 2020

Privacy Policy of True Balance Physio

About this policy

True Balance Physio ABN 41520516749 (“us”, “we”, or “our”) recognises the importance of your privacy and respects your right to control how your personal information is collected and used.

We are committed to handling personal information about you, including health information about you, in accordance with the requirements of the Commonwealth Privacy Act 1988.

This Privacy Policy applies to our website, www.truebalancephysio.com (the “Site”) which is operated by us, and to the products and services provided by us.

Our commitment to your privacy

In this Policy, we explain:

- what kind of information we collect and hold about you
- how and why we collect it
- what we do with that information and who we share it with (and when)
- your right to seek access to, and if required correction of, the records we hold about you
- your right to make a privacy complaint, to us and others
- whether we are likely to disclose information about you to overseas recipients.

What kind of personal information do we collect about you?

We collect and hold the following kind of information about you:

- your name, address, date of birth, email and contact details
- information about your family, relatives, and emergency contacts
- information about other health professionals involved in your care
- any government identifiers such as Medicare number, DVA number. However, we do not use these for the purposes of identifying you in our practice
- other health information about you such as: a record of your symptoms, your relevant medical history, the diagnosis made and the treatment we give you:
 - specialist reports
 - test results
 - your appointment and billing details
 - your prescriptions
 - your healthcare identifier



- your health fund details
- other information about you collected for the purposes of providing care to you.

How do we collect and hold your personal information?

We will generally collect personal information about you in these ways:

- directly from you when you give us your details (eg, face-to-face, over the phone, via registration form or an online form)
- from a person responsible for you
- from a third party where we are permitted by law to do that (eg. other health care professionals involved in your care, from your health insurer, from the My Health Record system etc.).

Why do we collect and use information about you?

We primarily collect and use personal information about you to provide our physiotherapy services to you and to communicate with you and others involved in your care in relation to those services.

We also sometimes use that information for other purposes, including:

- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts, management of our IT systems and
- to conduct accreditation, quality assurance or internal audits.
- We may also use non-personally identifying information about patients for market analysis, research, or marketing

We will not disclose, sell, share, or trade your Personal Information to any third parties unless we first receive your consent.

When and why might we share information about you with others?

We may disclose information about you to others outside of our practice as permitted or required under law. This will include situations where we disclose information about you in order:

- to comply with our legal obligations (eg. mandatory reporting under legislation, responding to a court order or subpoena)
- to consult with other health professionals involved in your healthcare
- to get test results from diagnostic and pathology services
- to claim on insurance



- to communicate with your health fund, with government and other regulatory bodies such as Medicare
- to help us manage our accounts and administrative services (eg. billing or debt recovery, arrangements with health funds, pursuing unpaid accounts etc.)
- to lessen or 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.

Your right to seek access to and to seek correction of the information we hold about you

You have the right to seek access to and correction of the personal information we hold about you.

We will usually charge a small administration fee for accessing medical records.

We will normally respond to your request within 30 days. It is preferable that you make a request in writing to:

Samantha King - True Balance Physio
69 Megalong St, Katoomba, NSW, 2780
Ph: 0409745128
Email: info@truebalancephysio.com

If you think that the information we hold about you is not correct, let us know in writing. We will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. From time to time, we may also ask you to verify that the information we hold about you is correct and current. And please notify us if and when your contact details change (see 'how to contact us').



Security: how we hold your personal information

We take reasonable steps to protect the information we hold about you. These are designed to prevent unauthorised access, modification or disclosure and to prevent misuse and loss.

This includes:

- holding primarily electronic records with encryption and strong password protection
- holding any hard copies of information in a lockable cabinet
- holding information on an encrypted database
- holding information in secure cloud storage
- getting staff to sign confidentiality documents
- providing staff with training or induction etc. about confidentiality and (in particular) security issues
- access to information restricted on a 'need to know' basis and
- strong password protections when accessing the information on a computer.

Your right to receive treatment from us anonymously (or by using a pseudonym)

Where it is lawful and practicable for us to do so, you can be treated anonymously or through use of a pseudonym (a name other than yours).

Disclosing information about you overseas

We do not propose to disclose information about you to anyone overseas. If we want to transfer your personal information overseas, we will first seek your consent, unless we are required by law to do the transfer.

We may disclose your personal information to the following overseas recipients:

- any health professional who helps us to provide our physiotherapy services to you (eg. health professionals who treated you when you were overseas) or anyone else you authorise us to contact
- overseas cloud-based storage

Cookies, web beacons and analytics

When you interact with our website, we strive to make your experience easy and meaningful. We, or our third-party service providers, may use cookies, web beacons (clear GIFs, web bugs) and similar



technologies to track site visitor activity and collect site data. We may combine this data with the Personal Information we have collected from patients. If we identify you with this information, any use or disclosure of that information will be in accordance with this Privacy Policy.

Third-party websites

At times, our website may contain links to other, third-party websites. Any access to and use of such linked websites is not governed by this Privacy Policy, but, instead, is governed by the privacy policies of those third-party websites. We are not responsible for the information practices of such third-party websites.

Marketing emails

We may send you direct marketing emails and information about products and services that we consider may be of interest to you. These communications will only be sent via email and in accordance with applicable marketing laws, such as the Spam Act 2004 (Cth) as you consented to upon registering for our Services. If, at any time, you would like to stop receiving these promotional emails, you may follow the opt-out instructions contained in any such email. Please note that it may take up to 10 business days for us to process opt-out requests. If you opt-out of receiving emails or promotions from us, we still may send you email about your account, or any Services you have requested or received from us, or for other customer service purposes. We do not provide your Information to other organizations for the purposes of direct marketing.

If you receive communications from us that you believe have been sent to you other than in accordance with this Privacy Policy, or in breach of any law, please contact us using the details provided below.

If you have a privacy-related concern about us

If you have concerns about the way we've handled your privacy, let us know. You should do that in writing. We will then try to respond to you within 30 days.

If you are not satisfied with our response, you can refer your complaint to the Office of the Australian Information Commission, whose contact details are:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Post: GPO Box 5218 Sydney New South Wales 2001

Website: <https://www.oaic.gov.au/privacy/privacy-complaints/>

Updating this policy

We will update this policy from time to time, to reflect any changes in our information-handling practices or the law or both.



We will notify you of changes to the policy by posting updates on our website. You should check periodically to review our current Privacy Policy. Your continued use of any of our website and services constitutes your acceptance and understanding of the Privacy Policy as in effect at the time of your use. If we make any changes to this Privacy Policy that materially affect our practices with regard to the Personal Information we have previously collected from you, we will endeavour to provide you with notice in advance of such change by highlighting the change on the website, or where practical, by email correspondence. This policy is current as of 14th December 2020.

How to contact us

To contact us about any privacy related issues, please approach:

Samantha King - True Balance Physio
69 Megalong St, Katoomba, NSW, 2780
Ph: 0409745128
Email: info@truebalancephysio.com

DISCLAIMER

Please read the following carefully: You acknowledge your understanding of our disclaimer when you use the True Balance Physio website:

Provision Of Education Information Only: Always Seek Professional Advice

Please remember that the information for users of the True Balance Physio website and all associated sites including; our Newsletter/Blogs, Facebook, YouTube, Twitter, Instagram and LinkedIn, pages is presented by True Balance Physio free of charge for the benefit of all users. It is provided in the absence of a visit with a health care professional, and must be considered as an educational service only. The information should not be relied upon as a medical consultation and is not designed to replace independent professional advice. While at True Balance Physio we exercise all care to ensure the accuracy of the material contained on this website and associated sites, the information on the site is made available on the basis that True Balance Physio is not providing professional advice on any particular health issue or other matter which should be considered a substitute for independent professional advice. None of the content on this site or associated sites is intended to be used as medical advice. The information is not intended to be used to diagnose, treat, cure or prevent any disease, nor should it be used for therapeutic purposes or as a substitute for receiving your own health professional's advice. As such True Balance Physio does not accept any liability for any loss, damage, or injury incurred by use of or reliance on the information provided on this website or any of the other associated webpages.



Quality Of Information: Always Check The Information

At True Balance Physio we make every effort to ensure the quality of the information available on this website and make the necessary updates to any information regularly when we become aware of the need for such an update. However, we ask before relying on the information on this or any of our associated sites all users should carefully evaluate the accuracy, currency, completeness and relevance for their purposes of any information given and we further suggest individuals should obtain any appropriate professional advice relevant to their particular circumstances.

The material contained on this and associated websites may include the views or recommendations of third parties and as such does not necessarily reflect the views of True Balance Physio or indicate a commitment to a particular course of action.

True Balance Physio neither guarantees or assumes legal liability or responsibility for the accuracy, currency, completeness, or interpretation of the information contained on this or any of our associated sites.

Security Of the True Balance Physio Website

Every endeavour is made to ensure that this and any associated webpages are secure. However, users should be aware that the World Wide Web is an insecure public network. Giving rise to a potential risk that a user's transactions are being viewed, intercepted, or modified by third parties or that files which the user downloads may contain computer viruses or other defects.

True Balance Physio accepts no liability for any interference with or damage to a user's computer system, software or data occurring in connection with this website or associated webpages. Users are encouraged to take appropriate and adequate precautions to ensure that whatever is selected from this website is free of viruses or other contamination that may interfere with or damage the user's computer system, software or data.

