

## **Privacy Policy**

### **Our commitment to your privacy**

Women's and Pelvic Health Physio Riverland is committed to handling personal information about you, including health information, in accordance with the requirements of the Commonwealth Privacy Act 1988.

This Policy explains 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 and your right to make a privacy complaint.

### **What kind of personal information do we collect about you?**

At Women's and Pelvic Health Physio Riverland 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 or relatives
- 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 help fund details
  - other information about you collected for the purposes of providing care to you.

### **How do we collect and hold your personal information?**

Women's and Pelvic Health Physio Riverland will collect personal information about you in these ways:

- directly from you when you give us your details (e.g., face-to-face, over the phone or by completing an online booking 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?**

Women's and Pelvic Health Physio Riverland primarily collect and use personal information about you to provide physiotherapy services to you and to communicate with you and others involved in your care.

That information may also be used to help 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.

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

Women's and Pelvic Health Physio Riverland 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
- 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
- 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 normally respond to your request within 30 days. To make the request, you should contact Women's and Pelvic Health Physio Riverland in writing.

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. We may also ask you to verify that the information we hold about you is correct and current. Please notify us if and when your contact details change.

### **Security: how we hold your personal information**

Women's and Pelvic Health Physio Riverland will take reasonable steps to protect the information we hold about you. Suitable physical, electronic & managerial procedures are designed to prevent unauthorised access, modification or disclosure and to prevent misuse and loss.

### **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).

### **If you have a privacy-related concern about us**

If you have concerns about the way we've handled your privacy, please address details of these in writing to [admin@womenspelvichealthphysio.com.au](mailto:admin@womenspelvichealthphysio.com.au). We take concerns & complaints seriously and will try to respond to you within 30 days.

### **Updating this policy**

Please be aware that this policy may be updated in the future, to reflect any changes in our information-handling practices or the law or both. All modifications will be effective immediately upon our notifications on our website.