

## **Privacy Policy & Client Information Management**

The Australia Privacy Principles establish standards that regulate the handling of personal information by Australian government agencies and private sector organisations

**Applied Body Therapeutics** (herein referred to as ABT) adheres and supports the Australia Privacy Principles (APP) that are contained in schedule 1 of the *Privacy Act 1988* (the Privacy Act). Our policies regarding our obligations under the Privacy Act are set out below.

1) Collection of Information

**ABT** collects personal information from you only with your consent. We collect the following information from you:

- Name, residential address, telephone numbers
- Date of birth
- Occupation
- Private Health Fund membership details
- Details of current medication being taken (prescribed & non-prescribed)
- Medical history (past & present)
- Details relating to the cause of any physical condition (present or past)
- Employer details
- Referrals from Doctors or allied health practitioners
- Transaction details associated with the services provided to you
- Any additional information provided to us by you.

Under statutory requirements, we are obliged to keep these records for a minimum period of seven (7) years from the date of the provision of services. After which period, they are destroyed or de-identified.

2) Use and Disclosure

The information **ABT** collects is used to:

- Allow us to provide treatment and care to you
- Assist with any calls we make to you
- Issue receipts for private health fund rebates
- Provide information to medical practitioners and allied health professionals who provide necessary follow-up treatment and care
- Maintain accounting records for taxation purposes.
- Furnish invoices and statements to Third Party providers to secure payment for services provided to you.
- Send post-treatment follow-up correspondence to you.

Only with your express written consent, information will be provided to:

- Workers Compensation Insurers monitoring your ongoing care and rehabilitation.
- Private Health Funds

**ABT** will NOT disclose any information to any party for the purpose of fundraising or marketing.

3) Data Quality

**ABT** will endeavour to keep health information provided by you up to date, accurate and complete

4) Data Security

**ABT** maintains and stores detailed computer records of services provide to you in secure and encrypted practice management software. Only those persons authorised to access these records are permitted to view information and only via password protected and monitored log in. Records relating to accounting transactions are kept on computer along with name, address and contact information.

5) Access and Correction

Under the Australia Privacy Principles, you have a general right of access to your health records kept by us. You may request to access personal information and records that we keep by writing to us. You do not have to provide a reason for requesting access. We will process your request for information as promptly as possible and we will give you the option of receiving the information via the post or collection.

If you believe that any information we have on record is incorrect, inaccurate or out-of-date, we will take reasonable steps to correct the information. Please note that due to our obligations under legislation, records will be kept for a period of 7 years before being destroyed. Therefore your health information can only be accessed within 7 years from the date of your last treatment.

6) Complaints

Complaints about alleged breaches of privacy can be made to the Federal Privacy Commissioner. The Commissioner can investigate, conciliate and, if necessary, make determinations about complaints. However, the Commissioner will not investigate, unless the complainant has first complained formally to the health service provider concerned.

Our contact details are as follows:

P.O. Box 5326  
Falcon WA 6210  
PH 08 9535 4111