

Privacy policy: You Move Physical Therapy

OUR COMMITMENT TO YOUR PRIVACY

May 2024



Privacy Policy of You Move Physical Therapy, mobile and in rooms Physiotherapy service.

Our commitment to your privacy

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.

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 or relatives
- information about other health professionals involved in your care
- any government identifiers such as NDIS number, 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?

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

- directly from you when you give us your details (eg, face-to-face, email, over the phone, via registration form or an online form, SMS, website, forms and surveys, other, etc.)
- 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, support coordinator, plan manager, carer and/or guardian, etc.).

Unsolicited personal information

Unsolicited personal information is personal information You Move Physical Therapy receives that You Move Physical Therapy has taken no active steps to collect (such as a job application sent to You Move Physical Therapy by an individual on their own initiative, rather than in response to an advertisement).

You + Move Physical Therapy may keep records of unsolicited personal information if the information is reasonably necessary for one or more of You + Move Physical Therapy' functions or activities. If not, it is You + Move Physical Therapy' policy to destroy the unsolicited information or ensure that the information is de-identified, provided it is lawful and reasonable to do so.

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, the NDIS, pursuing unpaid accounts, management of our IT systems and
- to conduct accreditation, quality assurance or internal audits
- conducting marketing activities and marketing research
- accurately identifying who is using You + Move Physical Therapy' services
- communicating with patients, potential patients and website visitors
- profiling patients, their clinic usage patterns and purchasing patterns
- responses to forms and surveys

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 and the NDIS
- 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.

A fee of \$50 per request is charged, payable prior to commencement of the document access request being processed. This fee can be paid on invoice by direct deposit, or via a third party payment platform, eg. Stripe, or other as being utilised by the clinic at the time the request is made.

We will normally respond to your request within 30 days. To make the request, you should contact

The Practice Manager, hello@youmovept.com.au

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').

If You + Move Physical Therapy refuses your request to access personal information, You + Move Physical Therapy will provide a written notice setting out the reasons for the refusal & how you can complain about the refusal.

Reasons for a refusal may include if it:

- poses a serious threat to the life, health or safety;
- would have unreasonable impact on privacy of others;
- is frivolous or vexatious;
- relates to legal proceedings;
- reveals You + Move Physical Therapy' intentions or prejudice any negotiations;
- would be unlawful;
- is required or authorised by law or court/tribunal order;
- is likely to prejudice enforcement related activities; or
- relates to a commercially sensitive decision process.

When you make a request to access personal information, You + Move Physical Therapy will require you to provide some form of identification (such as a driver's licence or passport) so You + Move Physical Therapy can verify that you are the person to whom the information relates.

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 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.

You + Move Physical Therapy cannot guarantee that personal information will be protected against unauthorized access or misuse and You + Move Physical Therapy does not accept any liability for the improper actions of unauthorised third parties.

You + Move Physical Therapy will retain your personal information for as long as necessary to fulfil You + Move Physical Therapy' obligations to you, to protect its legal interests, to comply with laws or as otherwise stated to you when You + Move Physical Therapy collects your personal information.

Once You + Move Physical Therapy is no longer required to retain your personal information, You + Move Physical Therapy will take reasonable steps to destroy your personal information or to ensure that your personal information is de-identified.

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.

Links to other websites

Links to third party websites that You + Move Physical Therapy does not operate or control are provided on our website for your convenience. You + Move Physical Therapy is not responsible for the privacy or security practices of those websites. Third party websites should have their own privacy and security policies which You + Move Physical Therapy encourages you to read before supplying any personal information to them.

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 via an announcement on the practice website.

How to contact us

To contact us about any privacy related issues, please approach: Privacy Contact Officer via hello@youmovept.com.au