



PRIVACY POLICY

Optimum Exercise Physiology is committed to ensuring your personal information is professionally managed in accordance with all Australian Privacy Principles (APPs). This privacy policy is to provide information to you, our client, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we share it with third parties.

What personal information we collect and why

When you register as a client of our practice, your practitioner and/or their support team will need to collect your personal information so they can provide you with the best possible healthcare services. We also use it for directly related business activities, such as financial claims and payments, practice audits, and normal business processes.

The personal information we collect and hold generally includes:

- Your name, address, date of birth, contact details
- Information about your health condition, medical history, social and family history, risk factors, medications, allergies, adverse events, immunisations and treatment you may have already received.
- Medicare number, DVA number, NDIS or other third party number for identification and claiming purposes.
- Private health fund details.

Only practice staff who need to see your personal information will have access to it. All practice staff have signed a Confidentiality Agreement as part of their employment contract with us.

How we collect your personal information

Our practice will collect your personal information:

Directly and in person, over the phone, by email, SMS, social media, through our website or by completing our online or hard copy forms.

When you make your first appointment, our practice staff will collect your personal and demographic information via your registration.

If it is not possible to collect it from you directly, we may also collect this information from:

- Your guardian or responsible person.
- Other involved healthcare providers such as doctors and specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services.
- Your Private Health Fund, Medicare, DVA, NDIS plan manager.

Who we share your personal information with and when

- Other healthcare providers;
- Third parties who work with our practice for business purposes (such as IT providers and accreditation agencies);
- Statutory requirement to lawfully share certain personal information, such as mandatory notification of certain diseases;
- Court subpoenas required or authorised by law;
- When necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent;
- During the course of providing medical services through My Health Record system.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt-out of direct marketing at any time by notifying our practice in writing.

Only those people that need to access your personal information will be able to do so. Other than in the course of providing health services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

How we store and protect your personal information

Your personal information may be stored at our practice as paper records, electronic records, audio recordings, x-rays, CT scans, videos and photos.

Our practice stores all personal information securely, and has strict protocols and policies to ensure your personal information is protected from misuse, loss, interference or unauthorised access:

Electronic format is encrypted and password protected.

Hard copy records and information is stored in secure locked cabinets.

All staff and contractors must sign confidentiality agreements prior to commencing work with and for our practice.

How you can access and correct your personal information at our practice

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. We will ask you at different times, to verify your information held by our practice is correct and up to date.

You have the right to access and correct personal information that we hold about you, in electronic or hard copy format.

If you wish to access or correct your personal information we request that you put it in writing and contact the Practice Owner (Lisa Parkinson, 8873 0628, lisa@optimumep.com.au). Your request for access and/or correction will be processed within 30 days.

While we do not charge an application or processing fee, you may be charged administration, photocopying or other fees to reasonably cover our costs in fulfilling your request.

How you can lodge a privacy related complaint and how it will be handled at our practice

If you have any concerns about your privacy or wish to make a complaint about a privacy breach, contact our Practice Owner (Lisa Parkinson, 8873 0628, lisa@optimumep.com.au). You should provide us with sufficient details regarding your complaint together with any supporting information. We will take steps to investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of original written complaint.

If you are not satisfied with our response, you can contact us directly to discuss your further concerns, or lodge a complaint with the Australian Information Commissioner at www.oaic.gov.au or by calling 1300 363 992.

Privacy and our website

1. When you visit our website– When you come to our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.
2. Cookies– We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.
3. Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you
4. Third party sites– Our site may from time to time have links to other websites not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Optimum Exercise Physiology is not responsible for the privacy practises of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personal identifiable information.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are requested or authorized by law to only deal with identified individuals.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our clients of these changes via our website and our handout hard copy Privacy Policy available at our practice premises.