

ReMassage Adelaide Privacy Policy

1. Introduction

ReMassage Adelaide (**we**) is committed to best practice in relation to the management of information we collect. We have developed a policy to protect client (**you**) privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act'). Our policy is to inform you of:

- the kinds of information that we collect and hold
- how we collect and hold personal information
- the purposes for which we collect, hold, use and disclose personal information
- how you may access your personal information and seek the correction of that information
- how you may complain about a breach of the Australian Privacy Principles and how we will deal with such a complaint
- whether we are likely to disclose personal information to overseas recipients

2. What kinds of personal information do we collect?

The type of information we may collect and hold includes:

- Your name, address, date of birth, email and contact details
- Medicare number, health fund details, and other government identifiers
- Your appointment and billing details
- Other health information about you, including:
 - your genetic information
 - your health history including, but not limited to, medications, prior injuries and medical procedures
 - notes of your symptoms or diagnosis and the treatment given to you

3. How do we collect and hold personal information?

We will generally collect personal information:

- from you directly when you provide your details to us. This might be via a face-to-face discussion, telephone conversation, registration form or online form
- from a person responsible for you
- from third parties where the Privacy Act or other law allows it - this may include, but is not limited to: other members of your treating team, diagnostic centres, specialists, hospitals, Medicare, your health insurer

4. Why do we collect, hold, use and disclose personal information?

In general, we collect, hold, use and disclose your personal information for the following purposes:

- to provide high quality therapeutic service and client care
- to communicate with you in relation to the therapeutic service being provided to you
- to comply with our legal obligations, including, but not limited to, mandatory reporting under applicable child protection legislation
- to help us manage our accounts and administrative services, including billing, arrangements with health funds, pursuing unpaid accounts
- to promote our services and specials to you
- for consultations with other allied health professionals and specialists involved in your treatment, when consent is given
- for identification and insurance claiming
- to liaise with your health fund, insurers, lawyers engaged by you, government and regulatory bodies such as Medicare, and the Office of the Australian Information Commissioner (OAIC) (if you make a privacy complaint to the OAIC), as necessary

5. How can you access and correct your personal information?

We try to ensure all personal information we hold is accurate and up to date. We encourage you to contact us to correct or update any personal information that we hold about you. We may also regularly request that you confirm or update your details in person when you have an appointment.

For details on how to access and/or correct your personal information or records, please contact us using the details listed under 'Contact Details'. We will require you to verify your identity before any access or changes can be made.

We will normally respond to your request within 7 days.

6. How do we hold your personal information?

We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. This includes:

- We do not generally store hard copies of client information. Unless prevented by law, all physical paperwork is de-identified and securely destroyed after being uploaded to our secure management software.
- Digital information is stored on secure practise management software which can only be accessed by Beau Reschke of ReMassage Adelaide.
- Any physical paperwork, required to be kept by law, is kept in a locked cabinet within our access-controlled premises.
- We do not retain credit card details.

7. Privacy-related questions and complaints

If you have any questions about privacy-related issues, wish to be removed from our database, or need to make a complaint about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing to us (see Contact Details). We will normally respond to your request within 14 days.

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218

Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

8. Anonymity and pseudonyms

Individuals have the right to remain unidentified or use a pseudonym when corresponding with us. However, we may be unable to provide the required patient care or accurately assist clients if correct information is not received.

9. Overseas disclosure.

We will generally not share an individual's personal information with overseas recipients without their consent, unless required or authorised by law. In cases where it is necessary to provide specific client care or products, we may disclose personal information to overseas recipients, but only to the extent needed for these purposes.

10. Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and other necessary developments. We do not notify clients when these updates are made so we recommend you regularly review our policy at your own discretion.

11. Security breaches

If we become aware of any actual or potential unauthorised access to, or disclosure of, personal information, or any loss of such information that could lead to unauthorised access or disclosure, we will promptly investigate the matter. Where appropriate, we will take remedial action and notify any affected individuals in accordance with the Privacy Act.

12. Contact details for privacy related issues

Please contact us if you have any questions or concerns related to this Privacy Policy

Beau Reschke - remassage25@gmail.com