



# Privacy Policy

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## **Purpose**

Arise Physiotherapy is committed to complying with the Privacy Act 1988 and the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation.

The purpose of this Privacy Policy is to ensure that, when receiving care from Arise Physiotherapy, you are comfortable in entrusting your health information to us. This Privacy Policy contains details about the collection, use and disclosure of your personal information and how Arise Physiotherapy deals with this data. This includes information we have collected from people through our office, over the phone, via Social Media, email, website, Telehealth, from your guardian or from any other healthcare specialist entrusted with your care.

## **How Arise Physiotherapy collects your personal information**

Arise Physiotherapy may collect your personal information in a number of ways including, but not limited to:

- Directly from you, for example:
  - the information you provide to Arise Physiotherapy in any Patient Information Form;
  - during the course of providing clinical services to you.
- From your guardian or responsible person (where practicable and necessary).
- From your enquiries via Social Media form
- From any other involved healthcare specialists relevant to your care
- Via email or website enquiries.
- Telehealth consultations

## **How Arise Physiotherapy holds your personal information**

Arise Physiotherapy may store your personal information in various forms including:

- Paper records.
- Electronic format with high level security
- Visual eg; x-rays, CT scans, videos and photographs.
- Telehealth and Integrated apps
- Email and Website forms

Arise Physiotherapy takes measures to maintain the security of your personal information and to protect it from unauthorised disclosure, loss and misuse. Arise Physiotherapy will also takes steps to securely dispose of personal information when it is no longer required for the purpose it was collected.

## **How Arise Physiotherapy uses your personal information**

Arise Physiotherapy may use your personal information for the following purposes:

- To provide clinical services and treatments for you to ensure best practice care
- For processing claims and payments
- For scheduling appointments or accessing relative health information from required sources.
- In correspondence to other Health Providers involved in your care or for further referral

### ● **When Arise Physiotherapy discloses your personal information**

Arise Physiotherapy will only disclose personal information in accordance with the Privacy Act or relevant governing bodies, for example:

- To your authorised representatives or guardian, or otherwise when you ask Arise Physiotherapy to do so.
- To other health professionals involved in your care eg, GP, Specialist, other Allied Health Professionals or services.
- To Insurance Providers, Rehab Providers and Case Managers when treatment is being sort for an Insurance claim.
- In the course of our business activities, we may need to disclose some of your personal information to relevant staff to make bookings for you or to enquire for information from other Treating Health Professionals.
- When there is a statutory requirement for Arise Physiotherapy to do so. In these circumstances, Arise Physiotherapy will notify you that there is a statutory requirement to disclose certain personal information; eg, Insurance Companies, Health Fund agencies.
- To government and regulative authorities as required or authorised by law.

## **How the customer may access their personal information or make a privacy complaint**

If you wish to access any of your personal information held by Arise Physiotherapy please contact Arise Physiotherapy by telephone: 4972 5476 or email: [admin@arisephysiotherapy.com.au](mailto:admin@arisephysiotherapy.com.au). However, our practice may occasionally need to deny access to information in accordance with the exemptions contained in the Act. You may also use these contact details to notify Arise Physiotherapy if you have a privacy complaint. We undertake to respond within 30 days. If the request or complaint will take longer to resolve, we will provide you with a date by which we expect to respond.

Arise Physiotherapy reserves the right to update this Privacy Policy from time to time. An updated copy will be placed on the website when reviewed.