



Country Children's
PHYSIOTHERAPY

PRIVACY POLICY

About this Privacy Policy

This Privacy Policy outlines how Country Children's Physiotherapy (CCTherapy) manages your personal and health information. It also describes what information is held, for what purposes it is held, and how that information is collected, used, stored and disclosed.

CCTherapy recognises that your privacy is important to you. We take protecting your personal and health information seriously. This policy statement has been prepared to comply with our privacy obligations under the Australian Privacy Principles (APP's) and the Privacy Act 1988 (Privacy Act) in order to inform you about your privacy rights.

Collection and use of your personal and health information

CCTherapy will collect personal and health information strictly for the purpose of providing physiotherapy services. The personal information collected may include details such as your name, postal address, email address, telephone number, billing information and details pertaining to your health which are relevant to the physiotherapy services being provided.

The information that is collected by CCTherapy is sourced from individuals upon referral from another health practitioner, during physiotherapy sessions and assessments, through questionnaires and through communication between the practitioner and individual, both verbal and written.

CCTherapy will only obtain personal and health information which is necessary for the provision of physiotherapy services and the associated administrative functions.

Storage of your personal and health information

All personal and health information collected by CCTherapy is stored electronically in our Practice Management Software, Cliniko. Cliniko stores your information in ultra secure facilities located within Australia and their hosting partner has accreditation to ISO 27001 (Information Security Management System). Cliniko's privacy policy can be viewed here: www.cliniko.com/policies/privacy. All hard copies of personal and health information are destroyed once they are uploaded into Cliniko.

Your personal and health information will only be accessed by CCTherapy staff who are directly involved in providing you with physiotherapy services or the administration of these services. CCTherapy upholds strict policies and procedures for use by staff regarding the collection, storage and security of personal and health information. CCTherapy uses a variety of physical and electronic security measures to keep personal and health information secure from misuse, interference and loss, and prevent unauthorised access, modification or disclosure.



Your sensitive information

CC Therapy will not, without your consent or as otherwise authorised by law, collect information that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of a professional or trade association, membership of a trade union, details of health other than those details associated with the consultation, disability, sexual orientation, or criminal record.

Access to your personal and health information

CCTherapy will, upon request, provide you with access to personal and health information being stored by CCTherapy. CCTherapy makes every effort to ensure that your personal and health information is accurate, complete and current. If you believe that any information is inaccurate, incomplete or out of date, please inform your therapist and we will update this information accordingly.

If CCTherapy refuses to grant you access to the personal information that is the subject of your request, CCTherapy will give you a written notice setting out various matters including the reason for the refusal.

If you are concerned about how we have handled your personal information, you should inform your therapist of your complaint and email us at accounts@cctherapy.com.au. We will respond to the complaint in line with our complaints policy, a copy of which is available upon request.

Disclosure of your personal and health information

Except as described in this policy, CCTherapy will not disclose your personal information to anyone without your permission, unless ordered by a court of law.

Provision of specific personal and health information, including physiotherapy service plans, to your Doctor, other Health Professionals, Parent's/Carer's, School Teachers, Childcare Workers or others involved in the provision of your services can benefit your overall care. This information will not be disclosed without your permission.

Agreement

By signing this agreement, I acknowledge that I have read and understand the Country Children's Physiotherapy Privacy Policy, as outlined above.

By signing this agreement, I give permission for the disclosure of my specific personal and health information, including physiotherapy service plans, to the parties and for the purposes outlined in this Policy.

Child's name: _____ (Please print)

Child's date of Birth: _____

Parent/Carer's name: _____ (Please print)

Parent/Carer's signature: _____ Date: ____/____/____

