

# BALANCED PAEDIATRIC THERAPY PRIVACY POLICY



## PART 1 – ABOUT THIS POLICY

### *1.1 Purpose*

Balanced Paediatric Therapy is committed to protecting the privacy of personal information they collect and hold about individuals.

Balanced Paediatric Therapy complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other privacy laws that govern how private sector health service providers like Balanced Paediatric Therapy handle your personal information (including your health information) and are legally registered by the Australian Health Practitioner Registration Agency.

This Privacy Policy explains how Balanced Paediatric Therapy manages the personal information we collect, use, and disclose.

## Part 2 - HOW BALANCED PAEDIATRIC THERAPY HANDLES YOUR PERSONAL INFORMATION

### *2.1 Balanced Paediatric Therapy's Legal Obligations*

To provide you with the health care services that you have requested; Balanced Paediatric Therapy will need to collect and use your personal information. If you provide incomplete or inaccurate information to us or withhold personal and health information from us, we may not be able to provide you with the services you are seeking.

### *2.2 What information does Balanced Paediatric Therapy collect?*

We will only collect the information we need for the particular function or activity we are carrying out.

We collect information from you that is necessary to provide you with Physiotherapy services and to manage our relationship with you. The information we collect includes: your name, date of birth, address, health fund details and information about your health history and family history. We require this information to assist the Physiotherapist to assess and treat you.

### *2.3 How does Balanced Paediatric Therapy collect health information?*

We will usually collect your health information directly from you. Sometimes, we may need to collect information about you from a third party (such as a relative or another health service provider).

### *2.4 How does Balanced Paediatric Therapy use your information?*

Balanced Paediatric Therapy's uses your personal information for the purpose you have given the information to us. We will use your information to provide Physiotherapy services to you, to manage our relationship with you and to contact you in relation to matters concerning your care. We may also use your information for other purposes permitted under the Privacy Act 1988.

### *2.5 Who might Balanced Paediatric Therapy disclose your information to?*

We may disclose your information to the following people:

- (a) Other health professionals involved in your treatment.

Your personal information will generally only be used by the Physiotherapist involved in your care, however on occasion your care may be provided by several health professionals (for example., speech pathologist, occupational therapist and/or psychologist) working or consulting together. We may

disclose your information to these health professionals as part of the process of providing your care and to other health professionals involved in your care.

(b) The referrer

Balanced Paediatric Therapy will usually send a discharge summary to the referrer (i.e., your medical practitioner) following discharge or at other times, as required for your care.

If you do not wish us to provide a copy of your discharge summary to the referrer you must let us know. Also, if the referrer's details have changed, please let us know.

(c) Relatives, guardian, close friends, or legal representative

We may provide information about your condition to your parent, child, other relatives, close personal friends, guardians, or to a responsible person for you, unless you tell us that you do not wish us to disclose your health information to any such person.

(d) Other uses with your consent

To provide the best possible environment in which to treat you, we may also use or disclose your personal and health information where necessary for:

- Activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training.
- Invoicing, Billing and Account Management
- To liaise with your health fund or Medicare and where required provide information to your health fund or Medicare to verify treatment provided to you; the purpose of sending you standard reminders, for example for appointments and follow-up care, by text message or email to the number or address which you have provided to us.
- With your consent we may also use your information for other purposes such as including you on a marketing mail list, or research. Please note, however, that unless you provide us with your express consent for this purpose, we will not use your information in this way. We will not disclose your personal information to any individual who is outside Australia.

## *2.6 Access to and correction of your health information*

You have a right to access the personal and health information that we hold about you. You can also request an amendment to your personal and health information should you believe that it is inaccurate.

If we do not agree to change your medical record/personal information in accordance with your request, we will permit you to make a statement of the requested changes and we will enclose this with your record.

Should you wish to obtain access to or request changes to your health record you can ask for our Privacy Officer (see details below) who can give you more detailed information about Balanced Paediatric Therapy's access and correction procedure.

Please note that Balanced Paediatric Therapy's may recover reasonable costs associated with supplying this information to you.

## *2.7 Data Quality*

Balanced Paediatric Therapy's will take reasonable steps to ensure that your personal information which we may collect, use, or disclose is accurate, complete, and up to date.

## *2.8 Data Security*

Balanced Paediatric Therapy's will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. We use technologies

and processes such as access control procedures, network firewalls, encryption, and physical security to protect your privacy.

Balanced Paediatric Therapy's will destroy or permanently de-identify any of your information which is in its possession or control, and which is no longer needed for the purpose for which it was collected provided Balanced Paediatric Therapy's is not required under an Australian law or court/tribunal or otherwise to retain the information.

#### *2.9 What to do if you have a complaint about this Privacy if:*

- a) You have questions or comments about this Privacy Policy
- b) Balanced Paediatric Therapy's does not agree to provide you with access to your personal information; or
- c) You have or a complaint about our information handling practices,

You can lodge a complaint with or contact our Privacy Officer on the details below. We will promptly review your complaint and provide a response to you.

#### *2.10 How to contact us if you have a complaint about privacy issues:*

Contact Balanced Paediatric Therapy, Crystal and Brodie, on phone 0493869022 or email [balancedpaediatrictherapy@gmail.com](mailto:balancedpaediatrictherapy@gmail.com) should you wish to follow up any privacy concerns.

Balanced Paediatric Therapy needs to collect information about you/your child for the primary purpose of providing a quality service to you/your child. To thoroughly assess, diagnose and provide therapy, we need to collect some personal information from you (about your child). If you do not provide this information; we may be unable to treat you/your child. This information will also be used for:

- (a) The administrative purpose of running the practice.
- (b) Billing either directly or through an insurer or compensation agency.
- (c) Use within the practice if passing your case to another Physiotherapist within the practice for your/your child's ongoing management.
- (d) Disclosure of information to your/your child's doctors, other health professionals or to teachers to facilitate communication and best possible care for you/your child; and
- (e) In the case of insurance or compensation claim it may be necessary to disclose and/or collect information that affects your return to work. We do not disclose your personal information to overseas recipients.