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Reclaim! Neurological Physiotherapy Privacy Policy

1. We respect your privacy

1.1. Reclaim! Neurological Physiotherapy respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

1.2. "Personal information" is information we hold which is identifiable as being about you.

2. Collection of personal information

2.1. Reclaim! Neurological Physiotherapy will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.

2.2. You may provide basic information such as your name, phone number, address and enable us to send information and provide updates. We also collect information from you for the purposes of providing physiotherapy care. We may collect additional information at other times, including but not limited to, when you provide feedback, when you change your content or email preference, respond to surveys and provide financial or credit card information, or communicate with our receptionists.

2.3. Additionally, we may also collect any other information you provide while interacting with us.

3. How we collect your personal information

3.1. Reclaim! Neurological Physiotherapy collects personal information from you in a variety of ways, including

From or during a consultation (including note taking)

- Completed Forms E.g. Registration Forms
- Letters and Reports received from external sources, either through your request or otherwise

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- Through the circumstances of general clinical practice (i.e. name, address, phone number, case history etc.)
- when you interact with us electronically or in person
- when you access our website
- the receipt of personal information from third parties.

This information may be in hard copy, electronic, video or audio (both analogue and digital formats)

All information is regarded as confidential and will be protected as set out in this Privacy Policy.

Reclaim Neurological Physiotherapy will take every care to ensure information is accurate, complete and up to date.

4. Use of your personal information

4.1. Reclaim! Neurological Physiotherapy may use personal information collected from you for

- Effective assessment, diagnosis and treatment.
- The administrative purposes of running the practice
- Billing, either directly or through an insurer or compensation agency
- Use within the practice when if treatment information needs to be passed on to other staff
- Liaising with your doctors and other treatment providers about treatment and medical information
- In the case of an insurance or compensation claim it may be necessary to disclose or collect information that affects your treatment and return to work.
- Professional accreditation, quality assurance activities, clinical auditing and research (only de-identified information can be used for research purposes)
- Provide you information and up-dates about our services
- Quality Improvement Activities, such as improving our services and a better understanding of your needs.

We will collect only the information that is reasonable and relevant to the care provided to you and all information will be collected by lawful and fair means.

4.2. Reclaim! Neurological Physiotherapy may contact you by a variety of measures including, but not limited to telephone, email, sms or mail.

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5. Disclosure of your personal information

There are times when we may disclose your information to Doctors specialists, carers, teachers or other health professionals if this is important for effective management

5.1. We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services and we will ensure that you are aware of who and how this information is to be disclosed and for what purposes.

5.2. We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

5.3. We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Reclaim! Neurological Physiotherapy, its customers or third parties.

5.4. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia. Reclaim! Neurological Physiotherapy has made every effort to ensure that any information stored in clouds and email accounts etc. is contained within Australia or a country with stringent Privacy Laws.

5.5. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

5.6. By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

6.1. Reclaim! Neurological Physiotherapy is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

6.2. The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of

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information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

6.3 Any information that is no longer needed will be destroyed and de-identified to prevent breaches of the Privacy Act.

7. Access to your personal information

7.1. You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at info@reclaimneurophysio.com.au or speak to one of our receptionists.

7.2. We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

8. Complaints about privacy

8.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to

Reclaim! Neurological Physiotherapy

64 Lindsay St

Toowoomba, QLD 4350

Australia.

We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

9. Changes to Privacy Policy

9.1. Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

10. Website

10.1. 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.

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10.2. 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.

10.3 Cookies

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 visit.

10.4. 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 Reclaim! Neurological Physiotherapy is not responsible for the privacy practices 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.