

# Privacy Policy

## 1. Introduction

The Advance Rehab Centre (ARC) is committed to best practice in relation to the management of information we collect. This practice has developed a policy to protect client 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, which, as an allied health practice, is likely to be 'health information' for the purposes of the Privacy Act;
- 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, marital status and next of kin details
- Medicare number , private health insurance details, DVA number and other government identifiers, although we will not use these for the purposes of identifying you in our practice
- Photo's taken before, after and during treatment
- Other health information about you, including:
  - notes of your symptoms or diagnosis and the treatment given to you
  - your specialist reports and test results
  - your appointment and billing details
  - your treatment plans, exercise programs and assessments

### **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 or registration 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, DVA and 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 health services to you
- to communicate with your referring doctor, general practitioner and other interested parties in relation to the health service being provided to you
- to comply with our legal obligations, including, but not limited to, mandatory notification of communicable diseases or 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, management of our computer systems
- for consultations with other doctors, allied health professionals and support co-ordinators involved in your healthcare;
- for identification and payment claiming
- To liaise with your health fund, government and regulatory bodies such as NDIS, Medicare, the Department of Veteran's Affairs 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?**

You have a right to seek access to, and correction of the personal information which we hold about you.

For details on how to access and correct your health record, please contact our practice as noted below under 'Contact Details':

We will normally respond to your request within 30 days.

## 6. How do we hold your personal information?

Our staff are trained and required to respect and protect your privacy. We take reasonable steps to protect information held from misuse and loss and from unauthorised access, modification or disclosure. This includes:

- Holding your information electronically on secured servers
- Use of userids and passwords for all access to your information as well as keeping detailed audit logs of this access
- Our staff sign confidentiality agreements
- Our practice has document retention and destruction policies

## 7. Privacy related questions and complaints

If you have any questions about privacy-related issues or wish to complain 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 (see below for details). We will normally respond to your request within 30 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](mailto: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

The Privacy Act provides that individuals must have the option of not identifying themselves, or of using a pseudonym, when dealing with our practice, except in certain circumstances, such as where it is impracticable for us to deal with you if you have not identified yourself, such as Medicare, health fund and NDIS claiming.

## 9. Overseas disclosure.

We will not disclose your personal information to any overseas recipients.

## **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. Updates will be publicised on the ARC website.

## **11. Privacy and websites**

This policy is available on our website [www.archealth.com.au](http://www.archealth.com.au)

## **12. Contact details for privacy related issues**

Operations Manager  
Advance Rehab Centre  
3/41 Herbert Street  
St Leonards NSW 2065  
Phone: 02 9066 7777  
Fax: 02 8004 4824  
Email: [office@archealth.com.au](mailto:office@archealth.com.au)