

NORTH CANBERRA OSTEOPATHY PRIVACY POLICY

North Canberra Osteopathy ATF Walton Family Trust (**NCO**), ABN 63 899 834 660 is committed to maintaining the security and privacy of personal information it collects as part of the services it provides.

This Privacy Policy sets out how we will comply with our obligations under applicable privacy laws. NCO is bound by the Australian Privacy Principles (APPs), which regulate how we may collect, use, disclose and hold your personal information, and how you may seek to access.

By using our services, you acknowledge and agree that we may collect, hold and share sensitive information about you, including information about your health. Except as otherwise permitted by law, we only collect sensitive information about you if you consent to the collection of the information and if the information is reasonably necessary for the provision of our service, as detailed below.

Collection of personal information

In the course of our business, we may collect personal information about you that is necessary for us to perform our services and provide appropriate levels of care, which may include:

- Contact details (such as your name, address, phone numbers, and email address);
- Emergency contact information;
- Commonwealth government identifiers (such as your Medicare number);
- Responses to assessment questionnaires and other assessment outcomes;
- Medical history.

Once collected, your personal information will be stored on our secure online software Cliniko.

How we use your personal information

Your personal information may be used by:

- Our reception staff to contact you or retrieve medical information i.e., scan reports, chronic disease management plans, and to inform you of clinic news via our newsletter;
- Our osteopaths to provide osteopathic services;
- Our booking software (Cliniko) to generate a confirmation appointment email and a reminder text message the day before your appointment.

Security of your personal information

NCO takes steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction. NCO has industry standards of technology and operational security in place to keep your information safe.

When we disclose personal information

We may disclose your personal information outside NCO subject to consent.

The parties to whom we may disclose information may include:

- Your GP – forms completed faxed/emailed for chronic disease management plans, DVA and third-party insurance;
- Radiology clinic – your name and date of birth are used to retrieve scan/ investigation results;
- DVA/ third party insurance companies to provide healthcare under these services;
- Medical certificate – if you require a medical certificate, it will state your name and reason for medical certificate.

How do we use information we collect from cookies?

As you visit and browse our website, the site uses cookies to differentiate you from other users. Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate number of people visiting our website and which parts of the site are most popular. This helps us gather feedback to constantly improve our website and better serve our clients.

IP addresses

IP addresses are used by your computer every time you are connected to the Internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by our web server as part of demographic and profile data known as traffic data so that data (such as the web pages you request) can be sent to you.

Sharing and selling Information

We do not share, sell, lend or lease any of the information that will uniquely identify a subscriber (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested.

Data breach notification scheme

If we have reason to suspect a data breach has occurred, we will undertake an assessment in accordance with the Notifiable Data Breach Scheme. If we determine there has been an eligible data breach, we will notify you as soon as reasonably practicable.

Changes to this Privacy Policy

We may revise this Privacy Policy from time to time. Any updated versions of this Privacy Policy will be posted on our website. Your continued use of any of our website and services constitutes your acceptance and understanding of the Privacy Policy as in effect at the time of your use. If we make any changes to this Privacy Policy that materially affect our practices with regard to the personal information, we have previously collected from you, we will endeavour to provide you with notice in advance of such change by highlighting the change on the website, or where practical, via email. This policy is current as of June 2023.

Help us ensure we hold accurate information

NCO takes all-reasonable precautions to ensure that the personal information we collect, use, disclose is accurate, and up to date. The accuracy of this information depends on the information that you provide. We recommend that you notify us of any changes to your personal information, letting us know if there are any errors.

You can access your personal information

You have the right to access your personal information, subject to some exceptions allowed by the law. If you would like to do so, please contact us via email or letter, as you are required to place your request in writing for security reasons.

Complaints and Enquiries

If you have any questions or complaints regarding privacy, or if at any time you believe we may have wrongfully disclosed your personal and sensitive information or breached our privacy obligations, please contact us via the details below:

Privacy Officer/ Director – Anna Walton, anna@northcanberraosteopathy.com.au,
Ph: 02 6249 7541

If you are not satisfied with our response you are entitled to contact the Federal Privacy Commissioner, by phoning 1300 363 992 or writing to the Director of Complaints, Office of the Federal Privacy Commissions, GPO Box 5218, Sydney NSW 1042.