

Northside Physiotherapy—Privacy Policy

Effective Date: 09/05/2025

Northside Physiotherapy is committed to protecting your privacy and managing your personal information in accordance with the **Privacy Act 1988 (Cth)**, including the **Australian Privacy Principles (APPs)** and the **Notifiable Data Breaches (NDB) scheme**.

1. What Personal Information We Collect

We may collect and hold the following personal information:

- Your name, address, date of birth, phone number, and email
- Medicare and private health insurance details
- Medical history, referrals, clinical notes, imaging reports, and treatment records
- Appointment and billing information
- Communications, including emails, messages, and consent records

2. How We Collect Personal Information

We collect information through:

- Patient intake forms, phone calls, emails or in-person consultations
- Referrals or clinical information provided by other health professionals
- Direct interactions during your physiotherapy sessions

3. How We Store and Protect Your Information

Your personal information is securely stored in both digital and physical formats. We use **PracSuite**, a secure cloud-based practice management system hosted in Australia, to manage your health records, treatment notes, bookings, and billing.

PracSuite complies with Australian privacy and cybersecurity standards. Access is restricted to authorised staff using password-protected systems. All staff are trained in maintaining confidentiality and data protection.

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4. How We Use and Disclose Your Personal Information

We use your information to provide you with appropriate treatment. With your **informed consent**, we may disclose relevant information to:

- Your referring doctor or GP
- Other healthcare professionals involved in your care (e.g. specialists, radiologists)
- Your **carer, support person, interpreter or family member** (where appropriate)
- **Workers' compensation schemes** (e.g. WorkCover, Comcare)
- **Motor Accident Insurance Board (MAIB)**
- Your **insurer or employer**, where necessary to manage return-to-work or insurance claims

Legal or statutory bodies where required

We seek your consent before disclosing this information. This consent may be written, verbal, or implied (e.g., when you provide a referral or ask us to communicate with your insurer).

5. When We May Disclose Without Consent

In some circumstances, we may disclose personal information **without your consent** if:

- It is necessary to **lessen or prevent a serious threat** to life, health, or safety of an individual or to public health or safety
- It is required by law or for law enforcement purposes
- It is necessary to respond to a **medical emergency**

It is required under **legislation**, such as reporting notifiable diseases or under subpoena or court order

These actions are permitted under **Australian Privacy Principle 6** and sections of the **Privacy Act 1988 (Cth)**.

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6. Your Right to Withhold or Limit Disclosure

You may choose to limit or refuse:

- The collection of specific information

The sharing of your information with third parties (e.g. GP, employer, insurer)

If you choose to do so, please speak with us. We will discuss how this may affect your care or our ability to provide services. For example:

- We may not be able to process certain claims (e.g. workers compensation or MAIB)

Your treatment coordination with other healthcare professionals may be limited

We will document your preferences and follow them unless disclosure is legally required.

7. Data Breaches and Your Rights

If we experience a **data breach** likely to result in serious harm, we will:

- Take immediate steps to contain the breach
- Notify you and the **Office of the Australian Information Commissioner (OAIC)** under the **Notifiable Data Breaches scheme**

Provide you with information on how to protect yourself

8. Access and Correction of Your Information

You have the right to request access to the personal information we hold about you and to request corrections if the information is inaccurate or outdated. Please contact us, and we will respond within a reasonable timeframe.

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9. Requesting a Copy of Your Health Records

You have the right to request a copy of your health records held by Northside Physiotherapy.

- Requests must be made in writing and addressed to our clinic (see contact details below).
- We may require you to verify your identity before releasing any information.
- In accordance with the **Health Records Act** and **APP 12**, we will respond to your request within a reasonable period, generally within 30 days.
- A **reasonable administrative fee** may be charged to cover the cost of retrieving, preparing, and providing copies of your records. We will notify you of any applicable fee before processing your request.

Records may be provided electronically or as hard copies, depending on your preference and the format available.

Please note, in certain circumstances, we may refuse access as permitted by law (e.g. if it poses a serious threat to the life or health of any individual). If access is denied, you will be provided with a written explanation.

10. Questions & Complaints—Contact Us

If you wish to:

- Access or update your records
- Discuss how your information is collected, shared, or withheld

Make a privacy complaint

Please do not hesitate to contact us:

Northside Physiotherapy

67 Hopkins Street, Moonah TAS 7009

Phone: 03 6278 1920

Email: reception@physionorthside.com.au

Website: northsidephysiotherapy.com.au

*If you are unsatisfied with our handling of your information, you may contact the
Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.*

- The Northside Physiotherapy Team

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