



Lifestyle & Sports Physiotherapy is committed to protecting and maintaining the privacy, accuracy and security of your personal health information. Lifestyle & Sports Physiotherapy is bound by the National Privacy Principles in the Commonwealth Privacy Act and by State privacy laws. Your health information is the basis for planning your care and treatment. All the information you provide will assist us in understanding your needs and help us to provide you with suitable treatment.

### **What Information Do We Collect and Hold?**

The following information may be held about you:

- Name
- Date of Birth
- Occupation
- Address (Postal and Email)
- Telephone Numbers
- Health Fund Details
- Insurance Company Details and Employer Details where relevant for Workcover or CTP/Third Party Claims
- Medical History and other Health Information
- Transaction details associated with the services we have provided to you
- Any additional information provided to us by you.

### **How Do We Collect Personal Information?**

We will, if reasonable and practical to do so, collect personal and health information directly from the individual concerned via;

- Administrative forms
- In person
- The telephone.

We may also collect personal and health information from third parties such as;

- A health professional that has treated you (e.g. Doctor)
- Your family
- An insurance company or employer
- An individual's authorised representative (e.g. Legal advisor)
- Other sources where necessary to provide a health service

### **Keeping Personal Information Accurate and Up to Date**

We take all reasonable steps to ensure that the personal and health information we collect, use and disclose is accurate, complete and up to date. The accuracy of that information depends on the quality of the information provided to us. We therefore suggest you let us know if there are any errors or changes in their personal or health information.

## Personal Information and Marketing

We may contact you from time to time regarding current or new services we offer or information we feel may interest you. If you do not wish to be contacted or receive this information, please inform our reception staff so we can remove you from this contact list.

## Who Will Use Your Information?

Your information is used by those involved in your care and treatment and with consent, may be provided to;

- Your local doctor and other healthcare professionals involved in providing treatments or services to compliment your treatment with us.
- Close family members in accordance with the recognized practice of health practice
- Accreditation, quality assurance or clinical audit activity to improve our services.
- Billing and debt recovery

In some circumstances we are required by law to collect and release information. Information may also be provided to a court or tribunal when subpoenaed.

## Storing Personal Information

We store personal and health information in different ways, including in paper and electronic form. The security of personal and health information is important to us and we take reasonable steps to protect it from misuse or loss and from unauthorised access, modification or disclosure. Some of the ways we do this include:

- requiring our staff to maintain confidentiality
- imposing security measures for access to our computer systems and document storage
- providing a discrete environment for confidential discussions
- only allowing access to personal and health information where the individual seeking access to their own information has satisfied our identification requirements

Personal and health information is retained for the period of time determined by law and is disposed in a secure manner.

## Accessing Personal Information

You can access the personal information we hold about you and advise us if you think it is inaccurate, incomplete or out-of-date. We may charge a fee for collating and providing access to personal and health information. Please contact our office manager for further information.

## Complaints

To ensure that we continue to improve our privacy processes, we encourage you to raise any concerns that you may have regarding privacy with any of the principal physiotherapists in this practice. If you are unhappy with the outcome of this discussion, or you would like further information on the Federal Privacy Act, you are encouraged to contact the Office of the Federal Privacy Commissioner: [www.privacy.gov.au](http://www.privacy.gov.au)

## How to Contact Us

If you have any questions about this policy, or any complaint regarding the management of your health information or privacy, we invite you to contact our Office Manager on 0246473373 or via email : [administration@lasp.com.au](mailto:administration@lasp.com.au) .