



# Fox & Bird Physio

## Privacy Policy

### **Our commitment to your privacy.**

Fox & Bird Physio is committed to handling personal information about you, including your health information, in accordance with the requirements of the Commonwealth Privacy Act 1988.

### **What kind of information does Fox & Bird Physio collect?**

We collect and hold the following kind of information about you:

- Your name, address, date of birth, contact details
- Information about the key people involved in your care – including: support coordinators, plan managers, support workers, general practitioner, specialist medical professionals, other involved therapists (e.g. occupational therapist, podiatrist, speech pathologist)
- Information about your informal supports – including: family members, relatives or friends that are in your life
- Government identifiers such as your NDIS number
- Health information about you – including:
  - Medical and disability diagnoses
  - Your symptoms
  - Relevant medical history
  - Treatment you receive
  - Specialist reports, test results
  - Communication with your support team regarding your health care, therapy and medical details to enable your therapy
- Your appointment and billing details to pay for your therapy
- Other information collected about you, for the purposes of providing care to you

### **How do we collect and hold your personal information?**

Fox & Bird Physio will generally collect personal information about you in these ways:

- From your referral form, submitted by either yourself, a person responsible for your care or support coordinator
- Directly from you during appointments, phone calls/messages and emails
- From communication with your supports (e.g. support coordinator, general practitioner, other therapists) during phone calls, emails, meetings and appointments
- From your medical history, NDIS plan, documents shared by you or your supports – with your or your nominee's consent



## **Why do we collect and use information about you?**

Fox & Bird Physio collects and uses your personal information primarily to provide Physiotherapy services to you and to communicate to you and others involved in your care, in relation to those provided services. We also use the information to enable your services for purposes of billing, managing appointments, pursuing unpaid accounts, management of IT systems and to conduct accreditation, quality assurance, internal or registration audits.

## **When and why may we share information about you with others?**

We may disclose information about you to others outside of Fox & Bird Physio as required or permitted under law. This would include situations where we share information about you to:

- Comply with legal obligations (e.g. mandatory reporting under legislation, responding to a court order or subpoena)
- Consult with other health professional involved in your healthcare
- Gather test results relevant to your therapy
- Communicate with the National Disability Insurance Scheme or Agency
- Assist us to manage accounts and administration services (e.g. billing or debt recovery, pursuing unpaid accounts etc.)
- Lessen or prevent a serious threat to a participant's life, health or safety or a serious threat to public health or safety
- Help locate a missing person
- Prepare defence of an anticipated or existing legal proceeding
- Discharge notification obligations to liability insurers

## **Your right to seek access and correction to information Fox & Bird Physio holds about you**

You have a right to seek access and correction to the personal information that Fox & Bird Physio holds about you. We will usually charge a small fee for giving access, to cover the time required to gather your information together to share back to you in an accessible and organised form.

Fox & Bird Physio will normally respond to your request within 30 days. To make a written request you can contact: [lauren@foxandbirdphysio.com.au](mailto:lauren@foxandbirdphysio.com.au)

If you believe information held about you by Fox & Bird Physio is incorrect, please notify us in writing. Reasonable steps will be taken to correct your personal information where it is not accurate or up to date. We occasionally may also ask you to confirm that the information we hold about you is both correct and current. Please ensure the contact details we hold for you are also correct and current.



## **How your information is held and kept secure**

Fox & Bird Physio takes reasonable steps to ensure your information is protected and secure, to prevent unauthorised access, modification, disclosure, misuse and loss of your personal information.

Your information held in physical form is held in a lockable cabinet.

Your information held in an electronic form is held in secure practice management software (Splose), accounting software and online cloud storage (Microsoft 365).

Electronic devices are protected with strong, confidential passwords.

Fox & Bird Physio will retain your information for the period necessary for your Physiotherapy services and to comply with legal requirements.

## **Disclosure of your information overseas**

Fox & Bird Physio does not propose to disclose your information to anyone overseas. If your information is required to be transferred overseas, your consent will first be sought, unless we are required by law to transfer your information.

## **If you have concerns about our management of your privacy**

If you hold concerns about how Fox & Bird Physio has handled your privacy, please let us know in writing. We will endeavour to respond within 30 days.

If you are not satisfied with our response, you can submit your complaint to:

Office of the Australian Information Commissioner

Phone: 1300 363 992

Post: GPO Box 5288, Sydney, NSW, 2001

Website: <https://www.oaic.gov.au/privacy/privacy-complaints/>

## **Updating this policy**

This policy will be updated occasionally, to reflect any changes to law and/or how we handle information. Changes to this policy will be notable by accessing the current version upload of the privacy policy from the Fox & Bird Physio website.

## **How you can contact us**

You can contact us about any privacy related issues by emailing or phoning Fox & Bird Physio directly.

Fox & Bird Physio

Lauren Kotzur

Owner/Physiotherapist

E: [lauren@foxandbirdphysio.com.au](mailto:lauren@foxandbirdphysio.com.au)

M: 0494 305 746

