

## **Privacy Policy**

In Form Pilates & Physiotherapy recognises the importance of protecting the privacy of personal information provided to us by clients or individuals visiting our website.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aoic.gov.au](http://www.aoic.gov.au)

In Form Pilates & Physiotherapy may change this Privacy Policy by making updates to this page. This policy is effective from February 17<sup>th</sup> 2021.

### **What is personal information and what kind of information does In Form Collect?**

Personal Information includes any information that we hold that can be identified as being about you. Whenever we collect Personal Information we will, where appropriate and where possible, explain the reason behind why we are collecting this information and what our intentions are for the use of this information.

In Form collects a variety of information from our patients, this is obtained in many ways from our patients (face to face, online, emails, via our website, via telephone, correspondence, from media and publications as well as from third parties). We don't guarantee website links or policy of authorised third parties. Examples of when information may be collected from a third party include but are not limited to, your employer if it is necessary to provide them with medical records or recommendations or a body that maintains public records such as Work Safe, TAC, DVA, Insurance companies or legal entities.

. Some of the information collected includes

- Contact information including your name, email address, postal address, phone number and date of birth
- Demographic information, including your job title and company information , postcode, interests etc.
- Bank details and /or credit card details
- Sensitive information (including, but not limited to, your health, weight/body measurement, medical history, medications you are taking, and any other health related information necessary to advise and treat you)
- Additional information that is relevant for customer offers and/or customer surveys
- Additional information required for employment/recruitment, including experience and education details/qualifications.

Any notes or test results that are obtained by In Form Pilates & Physiotherapy are considered your personal information by law and are dealt with in accordance with this Privacy Policy

### **Why do we collect personal information?**

In Form Pilates & Physiotherapy collects your personal information to

- Assess, treat and diagnose our patients
- Addressing accounts, processing payments and contacting you about our service or any issues affecting your treatment
- Provide information, updates and our services
- Assessing a job application and reference checking
- Update In Form Pilates & Physiotherapy website to accommodate your interests

Please note, In Form Pilates & Physiotherapy will not sell your information

You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing

## **Disclosure of personal information**

Personal Information may be disclosed in a number of circumstances. This includes the following:

- Health professionals involved in the treatment of a patient
- Debt collectors if outstanding fees are owed to us
- IT service providers or third party document storage
- A legal requirement or if authorised by law
- Third parties where you have given consent to disclose or use this information

## **Security of Personal Information**

All Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure

Personal Information is required to be stored for a minimum of seven years, this will be stored in client files. Once your Personal Information is no longer needed for the purpose in which it was obtained, In Form Pilates & Physiotherapy will take reasonable steps in order to destroy or permanently de-identify your Personal Information.

It is important to be aware that the transmission and exchange of information is carried out at your own risk. Although we have implemented measures to safeguard against unauthorised disclosures of information, we cannot guarantee that information will be one hundred per cent secure. There is a risk that the information provided by you may be disclosed in a manner that is inconsistent with this Privacy Policy.

## **Data Breach**

Appropriate remedial action will be taken if there is an event occurs resulting in a serious data breach that will result in harm or loss to you. In a circumstance where it is believed that

you are still at risk you will be notified directly, as well as the Office of the Information Commissioner will be also be notified. Where not possible, In Form Pilates & Physiotherapy will publicise a notification of the breach on this website : <https://www.oaic.gov.au/privacy-law/privacy/privacy-act/notifiable-data-breaches-scheme>.

### **Accessing your personal information**

In accordance with the Privacy Act 1988 (Cth), you can request details of your privacy information. Should you wish to make changes to this information, please contact us in writing. Please note, there may be a fee for the provision of your Personal Information. Furthermore, to ensure your Personal Information is protected, we may require identification from you before releasing or changing any requested information.

In certain circumstance set out in the Privacy Act, we reserve the right to deny providing you with information that we hold about you.

### **Maintaining the quality of your Personal Information**

At In Form Pilates & Physiotherapy, it is important that Personal Information is accurate and up to date. We will take reasonable steps to ensure Personal Information is accurate, complete and up-to- date. Please notify us as soon as possible should you find any Personal Information to be inaccurate or out of date. We will update our records to ensure that quality services can be provided to you.

### **Disclaimer**

In Form Pilates & Physiotherapy is unable to provide you with a professional opinion without a consultation that is specifically tailored to you. Any generic information In Form provides by this website, social media, phone or email, does not substitute for professional medical advice, diagnosis or treatment. Any content (text, images/graphics) available on this website is for general information only and in no way should be used for the diagnosis of a pathology/health condition/disease. Please ensure you seek adequate medical advice by making an individualised appointment with a health care professional.

## **Links to other websites**

In instances where In Form Pilates & Physiotherapy website has links to other websites of interest, please note that we do not have control over these websites. In such circumstances, we do not take responsibility for the privacy and/or protection of any of the information that you may provide these sites when visiting them.

## **Cookies**

There may be instances where we use cookies on our website. A cookie enables us to analyse data about web traffic in order to improve our service at In Form Pilates & Physiotherapy based on customer needs.

There is an option for you to accept or decline cookies, in most circumstances your web browser will automatically accept cookies. Should you wish to decline cookies, your experience on the In Form Pilates & Physiotherapy website will likely be limited.

## **Privacy Policy complaints and enquiries**

Please contact us in writing should you have any enquiries or complaints about In Form Pilates & Physiotherapy's Privacy Policy. Alternatively, you can email us at [hello@informpilatesphysio.com.au](mailto:hello@informpilatesphysio.com.au)