



# SPINE, LIMB & SCOLIOSIS

Integrated Musculoskeletal Allied Healthcare

## Patient Privacy Policy

### Our Commitment to Your Privacy

We are dedicated to delivering high-quality services while safeguarding your personal information. This policy in conjunction with our Terms and Conditions and related documents, describes how we collect, store, use, and handle your personal data ('Personal Data') and health-related information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the regulatory expectations of the Australian Health Practitioner Regulation Agency (AHPRA).

By using our Services, you confirm that you have read, understood, and accepted this Privacy Policy. If you do not agree with our data practices, please refrain from using our Services.

### Collection of Personal Information

We collect personal and sensitive health information to provide safe and effective chiropractic care. This may include:

- Full name, date of birth, residential address, phone number, email address
- Medicare and private health insurance details
- Medical history, current and past treatment notes, diagnostic reports
- Information from referring practitioners and allied health providers

This information is collected directly from you, or from third parties with your consent.

### Use and Disclosure of Information

We use your personal information to:

- Deliver chiropractic and related healthcare services
- Communicate with you about appointments, treatment plans and follow-ups
- Maintain accurate health records and ensure continuity of care
- Process payments and insurance claims
- Comply with our legal, regulatory, and professional obligations

We may disclose your information to:

- Other healthcare professionals involved in your care (with your consent)
- Medicare, health insurance funds, or third-party billing services
- IT providers, administrative services, or practice software support under confidentiality agreements
- Government bodies or regulatory authorities, such as AHPRA, when legally required

We do not share your personal information with overseas recipients unless expressly permitted or required by law.

## REVOLUTIONISING RECOVERY

## Data Storage and Security

All records are stored securely in either paper or electronic formats, with measures in place to protect against unauthorised access, loss, misuse or alteration. These include:

- Password-protected clinical systems
- Secure document storage cabinets
- Routine staff privacy training
- Proper disposal of outdated records

## Access and Correction

You have the right to request access to your personal health information and to request corrections if any details are inaccurate. Requests should be made in writing and will be addressed within 30 days, unless legally exempt.

## Data Retention

Health records are retained for a minimum of seven (7) years from the last date of service. For patients under the age of 18, records are kept until they turn 25 years of age, in accordance with Australian health record guidelines.

## Complaints

If you believe your privacy has been breached or mishandled, please contact us directly to resolve the matter promptly.

If you are not satisfied with our response, you may contact:

Office of the Australian Information Commissioner (OAIC)

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992

Australian Health Practitioner Regulation Agency (AHPRA)

Website: [www.ahpra.gov.au](http://www.ahpra.gov.au)

Phone: 1300 419 495

## Contact Details

Spine, Limb & Scoliosis

Suite 5, 5 Madsen Road, Urraween QLD, 4655

Phone: (07) 4125 1003

Email: [enquiries@spinelimbandscoliosis.com.au](mailto:enquiries@spinelimbandscoliosis.com.au)

Website: [www.spinelimbandscoliosis.com.au](http://www.spinelimbandscoliosis.com.au)

# REVOLUTIONISING RECOVERY