



## **PRIVACY POLICY**

In accordance with Australian Government Legislation *Privacy Act 1988*, the following Privacy Policy will apply in order to protect the personal information obtained from clients in this clinic. The purpose of the Privacy Policy is to outline what personal information is required, the purpose for the collection of personal information, how it will be used, stored, accessed and disclosed. The following information is aligned to the Australian Privacy Principles from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

### **Purpose for Collection of Personal Information**

- The clinic collects personal information from clients to assist us to understand what the client's needs are, so that we can develop our services to best meet those needs. Having an understanding of the client's needs is integral to the therapist being able to provide the treatment most suited to the individual.
- It is a legal obligation for the therapist to collect personal information from the client prior to the treatment and for the therapist to keep a written record of the session.
- Sensitive personal information such as details regarding race, ethnicity, religion, philosophical beliefs, health information, political view or sexual inclination is only collected with the clients informed consent and will only be used for the purpose for which it was provided.

- The clinic may send clients marketing material to inform them about changes to the services we provide or regarding clinic updates. These may be sent via letter, phone message, text message or email. If the client does not wish to receive such information, they are required to inform the clinic at any time, via email ([kay@kinesiologyandmassage.com.au](mailto:kay@kinesiologyandmassage.com.au)), text or phone (0412 388 459), and this activity will cease.

## **Collection of Personal Information**

- Personal information will be collected in the following manner:
  - Prior to the initial treatment, clients will be given a Confidential Client Information Form for them to complete.
  - The therapist will complete a Session Record detailing the session which they will complete throughout a Kinesiology session, and after a massage treatment.
- Clients will be informed as to how personal information will be collected.
  - The information will be collected on the initial Client Information Form, to be completed by the client. Clients need to consent to the information being collected by signing and dating the Confidential Client Information Form. Further information may be added to this form by the therapist, following discussion with the client in order to provide more specific details, as necessary.
  - The therapist will record the treatment provided either throughout or at the end of each session, as part of the client's confidential Session Record.
  - The therapist may also request a copy of other medical records such as reports from scans that the client has had. Clients can choose whether or not they want to share such information and whether or not they are happy for a copy to be kept in their clinic file.

- At the time of requesting the collection of personal information, clients will be informed of the type of information required; why it is necessary to have this information on file and how their information will be handled with regards to protecting the privacy of this information.
  - The type of information required relates specifically to personal details such as name, address, date of birth, email and phone number, occupation, as well as current health status, health history, contact details of other healthcare professionals caring for the client, current medications and private health insurance company. This information is directly relevant to the treatment plan for the client.
  - Clients will be made aware that they can access the information held by the clinic and that disclosure of any personal information will not be provided without written consent of the client.
- Individuals have a right to refuse to share personal information. However, if personal information is not provided by the client, the therapist treating the person can only work with the information that they have, in which case they may not be able to provide the client with appropriate treatment. In some cases, this may mean that they have to withdraw the services we provide in order to comply with legal obligations.
- Individuals have the right to not identify themselves through use of a pseudonym, provided this is lawful and practical.

### **Storage of Personal Information**

- Security of personal information is paramount and the clinic is committed to protecting the personal information of all clients. As such, personal information will be stored securely to prevent misuse, interference and loss; damage, unauthorized access, modification or disclosure.

- All personal information is stored as a hard copy paper file only. All personal information is filed and stored in locked filing cabinets, in the therapist's clinic room, and are only able to be accessed by the therapist. The Therapist's clinic room is also locked when it is not in use.
- The clinic may send clients direct marketing and advertising material intermittently to inform them about changes to the services we provide or regarding clinic updates. This information may be sent via phone message, text message or email. For this purpose, details of client name, email address and mobile phone number are stored digitally and are password protected. This information is currently only accessible by the business owner. If the client does not wish to receive such information, they are required to inform the clinic at any time, via email ([kay@kinesiologyandmassage.com.au](mailto:kay@kinesiologyandmassage.com.au)), text or phone (0412 388 459), and this activity will cease.

### **Access to Personal Information**

- Clients can personally request to access their personal information held by the clinic in the form of:
  - Referrals or progress reports to other healthcare providers
  - A copy of their Confidential Client Information Form
  - A copy of their Session Record/s
  - A copy of other medical information provided to the clinic such as reports of scans issued to the therapist by the client.
- A request to access personal records and/or have corrections made needs to be given in writing, by completing a Request for Written Records Form. This form can be obtained by contacting the clinic by phone (0412 388 459) or email ([kay@kinesiologyandmassage.com.au](mailto:kay@kinesiologyandmassage.com.au)).

- Access to personal records can only be provided in person and identity will need to be confirmed prior to providing access to any personal information. The records will be viewed in the presence of the therapist.
  - If a copy of the personal information is required, a photocopy can be provided to the consenting client, as all original records containing personal information must be retained by the clinic.
  - Reasonable opportunity will be given by the therapist to discuss the personal records with the consenting client if required.
  
- A reasonable fee may be charged for the preparation of the files and this amount will be communicated to the client prior to the preparation of files, for their agreeance. The fee should be unambiguously justifiable and able to be fully justified by the clinic.
  
- Access to personal records held by the clinic will be made in a timely manner, at a time that is mutually suitable for the client and therapist.
  
- The therapist will take every measure to maintain accurate, complete, relevant and up to date records. Clients can seek correction to any of their personal records that are not deemed to be correct or accurate, complete, or if the information is in any way misleading, irrelevant or out of date.
  - If there is disagreement about the accuracy of the information, the client will need to raise this in a written statement, regarding the client's concerns and reasons for requesting the change/s to the information.
  - Changes will need to be signed and dated by both the client and therapist at the time of the change being made.
  - Any changes should be carried out in a such a way that it is possible to identify what information was corrected, and so that it clearly shows that the record has been subject to correction.
  - No administration fee will be charged for correction of records.

- Access may be refused in limited circumstances. In this situation, the clinic would need to provide written reasons to the person seeking access, as to why access was denied. The clinic would also need to advise the person seeking access that if they felt this decision was unreasonable, they could contact ATMS to inquire about lodging a complaint. ATMS can be contacted on 1800 456 855.
- Clients have the right to make a complaint about a breach of personal information. To find out more about the clinic's Complaint Handling Policy, clients can contact the clinic on 0412 388 459.

### **Disclosure of Personal Information**

- Personal information will only be disclosed to other healthcare providers with the written consent of the client, in the best interests of their treatment and healthcare.
- Personal information will not be discussed or disclosed to anyone without written consent from the client. Written permission must be given by the client for disclosure of any personal information requested by Health Funds, Government agencies, legal entities, other healthcare providers or guardians.
  - Prior to providing written consent, the client must have an understanding of the reason for the need to share their personal information, what personal information will be shared; and with whom.
- Any access or disclosure of personal information of a person under the age of 18, will require the written consent of their parent.
- Personal information is not likely to be requested by overseas recipients.
- There may be circumstances where the clinic is obligated under Australian or State Law to provide access to personal information, such as in the instance of

unlawful activity or misconduct; or in relation to preventing a serious threat to life, health or safety; or to assist with emergency services.

### **Clinic details**

If clients have any questions or concerns regarding the privacy of their personal information, they can contact the clinic via phone (0412 388 459); email ([kay@kinesiologyandmassage.com.au](mailto:kay@kinesiologyandmassage.com.au)) or via mail (addressed to Kaylene Rollin Kinesiology & Massage 7/182-184 Anson St Orange NSW 2800).