

Privacy Policy

Peninsula Hand Therapy understands that your privacy is important especially when you consider the number of ways in which we communicate and interact. Therefore, we respect your rights to privacy and take our obligations seriously. You can be confident that we are guided by Australian privacy laws and can be assured we will never take your privacy for granted and will take the utmost care in protecting your personal information.

Personal information is defined by the Privacy Act to mean: information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not and whether recorded in a material form or not.

We collect personal information, including your health information, so that we can identify you, understand your needs and provide you with appropriate healthcare, set up, administer and manage your file, gain a better understanding of you, your behaviour and how you interact with us and so we can manage our business.

The Australian Privacy Principles require that a client has the option of not identifying themselves, or of using a pseudonym. However, if you choose not to supply your personal information we may not be able to provide you with any, some or all of the services we offer.

Sensitive information includes health information, criminal records, details about an individual's race, ethnicity, religious or philosophical beliefs and sexual preferences. We will only collect sensitive information with your consent and will only use and disclose it for the purpose for which it was collected, as well as purposes that are related, where you would reasonably expect us to. We may disclose your personal information to and/or collect your personal information from:

- Medical physicians, including general practitioners, surgeons and specialists, hospitals and health agencies and radiology providers
- Your adviser, agent or other person acting on your behalf
- Publicly available sources of information
- Third-party providers and payers, such as insurers, government agencies or employers
- Information technology providers
- Accounting or finance professionals and advisers, legal entities and collection agencies
- Government, statutory or regulatory bodies and enforcement agencies
- Any other organisation or person, where you have asked them to provide your personal information to us or asked us to obtain personal information from them or to them.

We will use a variety of methods for collecting your personal information from, and disclose your personal information to, these persons and organisations, including written forms and documents, telephone calls, mail delivery, via electronic delivery. We may collect and disclose your personal information to these persons and organisations from when we first collect information about you, regularly or on an ad-hoc basis, depending on the purpose of collection.

We store most information about you in computer systems and databases operated by us. Some information about you might be recorded on paper, which will be stored securely. We implement

and maintain processes and security measures to protect your personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

These processes and systems include:

- Maintaining computer and network security by the use of firewalls, anti-virus and anti-spam internet security measures
- The use of other security systems, such as identifiers and passwords to control access to computer systems
- Requiring all employees to comply with internal information security policies to keep information secure.

Any information which you choose to transmit to us online or via email or other device is done at your own risk.

We are required to abide by relevant legislation regarding retention and disposal of your medical records. All hard copy information, including documents we have received, are scanned into your electronic file and disposed of securely.

On occasion we will use your contact details to send you direct marketing communications that include offers, updates and newsletters that are relevant to the services we provide. We will give you the option of electing not to receive these communications in the future and you can unsubscribe by notifying us and we will no longer send you this information.

You have the right to access and correct your personal information held by us. If you wish to gain access to your personal information, want us to correct or update it please contact the practice so we can assist you.

If you have a complaint about a breach of your privacy or any other query relating to our privacy policy, please contact the practice so we can assist you. We will consider your complaint and determine whether it requires further investigation. We will notify you of the outcome of this investigation and any subsequent investigation. If you are unsatisfied with the way in which we have handled your privacy issue, you may approach an independent advisor or contact the Office of the Australian Information Commissioner (OAIC) for guidance.

When you first contact Peninsula Hand Therapy, our new client form requests your consent to our Terms and Conditions of Treatment and to our Privacy Policy. Both of these documents can be viewed on the Peninsula Hand Therapy website. To obtain a copy of either of these documents you can contact us at:

Peninsula Hand Therapy
Level 1, Suite 2, 315 Main Street
Mornington VIC 3931
Ph: 03 5973 6911
Email: enquiry@peninsulahandtherapy.com.au

From time to time we may make changes to our policy on how we handle personal information or the types of personal information we hold. Any changes will be updated in our policy published on our website.