

St Ives Podiatry and Sports Podiatry Centre

Privacy Policy

Privacy is important so this statement explains how we collect, hold, use and disclose your personal information and who we share it with. It is written under the guidelines of The Australian Privacy Principles (APP).

1. What kind of personal information do we collect and how is this done?

“Collected Information” is most commonly directly from the individual through a form or during a consultation. Information such as name, address, telephone number, date of birth and email address are obtained at the initial consultation. Medical history and details of medications taken are also recorded during the consultation. Clinical notes are also deemed as “collected information”.

Other methods of collection include letters and reports received from external sources eg. referral letters from other health practitioners.

2. How does the practice hold that personal information?

The collected information is kept in hard copy (files) and electronic formats.

3. For what purpose does the practice collect, hold, use and disclose personal information? To what parties is the personal information disclosed.

The information which is collected is necessary and relevant to the assessment and treatment provided to the client. For adequate continuity of care for clients the information may be accessed within the practice between clinicians.

The practice does not disclose or transfer the information outside the practice unless the client has given consent. This may be necessary when reporting to doctors, specialists and other health professionals.

The practice does not disclose an individual’s information for the purpose of direct marketing or to overseas recipients.

4. How an individual may access personal information about the individual that is held by the practitioner and seek the correction of such information

The client has the right to access all their personal information held by the practice.

Requests for access can be made either orally or in writing.

A client has the right to request a correction of their personal information if the information is inaccurate, out of date, incomplete, irrelevant or misleading.

Every effort is made to ensure information is accurate, up to date, complete and not misleading.

5. How to make a complaint.

To make a complaint about a breach of the Australian Privacy Principles contact the Privacy Officer at the practice.

