

Privacy Policy

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). My Health Therapist implements the Australian Privacy Principles within its organisation.

How we collect and hold personal information

We collect personal information from you when it is reasonably necessary for a business purpose. That means we collect it to supply you with the products you have asked for and to provide you with the best possible service.

Other reasons we collect personal information are to:

- Understand you, and how we can meet your needs now and in the future.
- Develop or evaluate products and services provided to you
- Manage our business.
- Comply with our legal obligations

My Health Therapist collects personal information like your name, address, date of birth, gender, occupation, nationality, location, contact details, payment details, financial information, and information generated through your interaction with us or your preferred practitioner whilst using products and services provided to you.

There are a few different ways we collect this information.

What we collect straight from you

We collect most personal information directly from you. For example, you might fill out a form or give information to one of our staff/representatives on the phone, or in person. You may provide medical records or other personal information relating to the services you are receiving.

You can choose not to provide your personal information or may just want to deal with us anonymously. If this happens, we may not be able to provide you with the product you've asked for or give you the level of service you expect. In cases where you prefer not to give us your information, we may be obligated to withdraw our services to meet industry and legislative requirements.

What we collect while you are with us

We also collect personal information during our relationship with you. For example, we may collect personal information:

When you pay you fees or purchase products.

When you use our products and services, website or social-media channels.

What we collect from your online activity

We may collect information from you electronically, for instance through internet browsing on our website, online banking services, mobile or tablet applications. Each time you visit our website, we may collect information about you which may include personal information and may include the following:

- the date and time of visits;
- the pages viewed and your browsing behaviour;
- how you navigate through the site and interact with pages (including fields completed in forms and applications completed);
- general location information;
- information about the device used to visit our website (including your tablet or mobile device) such as device IDs; and
- IP addresses. Your IP Address is a number that is automatically assigned to the device that you are using by your Internet Service Provider (ISP).

We collect information using cookies when you use our websites, online banking services, mobile or tablet applications. Cookies are small pieces of information stored on your hard drive or in memory. One of the reasons for using cookies is to offer you increased security. They can also record information about your visit to our websites, allowing us to remember you the next time you visit and provide a more meaningful experience. We may also collect information from third party websites, applications or platforms containing our interactive content or that interface with our own websites and applications. We may collect personal information about you from social media platforms if you publicly comment but we will never ask you to supply personal information publicly over Facebook, Twitter or any other social media platform that we use. Sometimes we may invite you to send your details to us via private messaging. You may also be invited to share your personal information through secure channels to participate in other activities, such as on-line booking.

What we collect from others

Other people might give us personal information about you. For example, we might be given personal information by other clients who you have contact with, family members or by your parent or guardian if you are under 18 or under the care of an enduring guardian.

We may also collect personal information from other health care professionals that are able to disclose it to us, regarding your medical history.

We will take reasonable steps to make sure you know we have your personal information, how we got it and how we'll handle it.

Sensitive personal information

Sensitive information are details about your race, ethnicity, politics, religious or philosophical beliefs, sexual preferences, and health, this information is collected to allow us to deliver the service we provide. This kind of information will only be collected with your permission, and we will only use it for the purpose for which you provided it.

Who we share your information with?

There may be instances where a Health Fund, Government agencies, guardian, another health care provider or legal entity may wish to access your personal information. In these circumstances we will notify you and seek your written permission before releasing any of your personal information. In cases where we are obligated by Australian law to provide your personal information we will do so even if you refuse permission.

Is your information likely to be disclosed to overseas recipients?

No

Outstanding payments

Debt is way up there on the ‘things absolutely no one likes’ list.

In some circumstances, we may need to refer or sell overdue debts to debt collectors or other companies involved with the recovery of the debt.

If we do this, we’ll give them secure access to the personal information they need to handle the debt.

We may also update credit reporting agencies about some types of payment defaults, although we’ll always tell you before we do this

Legal obligations and other privacy exceptions

We give access to personal information where we are permitted or obliged to do so by Australian law. For example, in some circumstances we will use or disclose personal information to react to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

We are obliged to cooperate with law enforcement bodies in some circumstances. We may disclose personal information, including information about phone calls and service use, when we receive an access request or warrant that is authorised under Australian law.

We also give information to assist with the dispatch of emergency services.

Others

We will only disclose personal information to others if you’ve given us written permission, or if the disclosure relates to the main reason we collected the information and you’d reasonably expect us to do so.

Advertising

Most people dislike being bombarded with marketing material for things they don’t need or have any interest in. My Health Therapist may use your personal information to send you marketing that is customised or more relevant to your interests, characteristics or general location. It just means that the marketing that you receive will hopefully be more relevant to you. If you do not wish to receive any marketing, you can inform us at any time and we will cease immediately.

Advertising My Health Therapist products and services

My Health Therapist markets by mail, phone, email, text, and online via the internet and through social-media channels.

Opting out

We’ll make sure that any marketing emails, texts and letters we send you clearly tell you how to opt out, or you can email or telephone My Health Therapist directly.

You can opt out of receiving online relevant advertising material at any time by emailing My Health Therapist at admin@myhealththerapist.com.au or by telephone 0418 641 896.

When you opt out, you can choose to opt out of particular marketing, or all marketing.

Security

The security of your information is serious, and My Health Therapist is committed to protecting your personal information.

Some of the security measures we use include:

Your files and records are kept as a hard copy paper file. This file is kept on the premises in a lockable filing cabinet when not in use in your preferred therapist's clinic room.

The individual clinic rooms when not in use are also locked, along with the entry security locking system.

Your files are also stored electronically with a practice management system that keeps your data safe, **secure** and compliant. Here's how the practice management system keeps your data secure; user account controls, user account recording, encryption using secure and industry compliant encryption technology., Domain Validated Security Certificate and more. For detailed information on the security measures used please click on the following link <https://www.powerdiary.com/security/>

The premises have security surveillance cameras inside and outside the building.

How to access your personal information

If you ask us, we will usually give you access to the personal information we hold about you. We will always confirm your identity before giving access to your personal information.

You may have access to forms, or documents you have supplied to us. You may not have access to practitioner file notes or any other information My Health Therapist has generated as a result of services provided to you.

You can ask for access by calling us on mobile 0418 641 896 or emailing admin@myhealththerapist.com.au it will really help if you tell us what you're looking for.

You can view your personal information on site personally, you will not be able to take, copy, or duplicate in any way this information without the written permission of My Health Therapist. Consent by My Health Therapist for you to view your records does in no way imply consent to uplift or duplicate records.

There are circumstances under Australian privacy laws where we may not give you access to the personal information; we hold about you. For example, we can't give you access if it would unreasonably affect someone else's privacy or if giving you access poses a serious threat to someone's life, health or safety.

Requesting access to records

Clients who wish to access their records are required to complete a Records Request Form. This form can be obtained from the My Health Therapist practitioner you currently see or by ringing directly on 0418 641 896.

It should be noted that access will only be provided to the client in person and only after identification has been confirmed. Valid photo identification is required.

Records may be viewed in the presence of an attending practitioner only. No files/records may be taken off the premises.

What records can be accessed?

Clients will be able to access the following records;
Client History Forms and other administrative forms submitted by client to My Health Therapist.
Medical records provided to us by the client from other health care providers.

How are records accessed?

Once a client has requested access to records, a staff member will organise for the client to attend the clinic where controlled access will be provided.

Controlled access means, hardcopy records may be viewed by the client in the presence of a staff member.

The cost for accessing the personal information we hold about you is relatively small, unless the request is complex or resource intensive. We will let you know what the charge is going to be so that you can agree to it before we go ahead.

Quality of personal information

We aim to keep the personal information we hold about you accurate, up-to-date and complete. If you think our records need to be corrected, please call us on 0418 641 896 or email the clinic at admin@myhealththerapist.com.au

We encourage you to update your details with us so we can deliver a better service to you, it will also help us provide accurate information to other services we work with (like emergency services) who need to have access to the information to do their job.

Getting in touch

My Health Therapist recognises that your personal information is important to you, so please let us know if you have any questions or concerns about this policy or our practices.

You can get in touch with us by:

Telephone: 0418 641 896

Mail: My Health Therapist
PO Box 2108
BATHURST NSW 2795

You can find out more about our feedback process and complaint handling policy at www.myhealththerapist.com.au If you make a complaint about privacy, we will acknowledge receipt of your complaint, and try to investigate and respond to you within 30 days. If you are unhappy with the outcome, you can lodge a complaint with the Australian Traditional Medicine Society (09) 8878 1500 or the Australian Information Commissioner www.oaic.gov.au