

## Privacy Statement

Back Into Osteopathy is committed to providing you with the highest level of service. This includes protecting your privacy. The Privacy Act 1988 sets out a number of principles concerning the protection of your personal information. The Privacy Act requires us to communicate certain information to all our members. We recommend that you keep this information for future reference.

### Your Personal Information

Personal information held by Back Into Osteopathy may include your name, date of birth, current home address, home phone number, mobile phone number, email address, occupation, emergency contact details including name, relationship and contact number, medical history, medications and GP name and contact details. If you choose not to provide personal information, we may not be able to provide you with the services you require or the level of service with which we pride ourselves.

### How we collect your personal information

We collect personal information in a number of ways, including:

- On your completed patient information form when you first arrive at the clinic
- From your GP via fax or email of relevant medical tests and scans
- From imaging centres via fax or email of relevant scans you have received

### How we use your personal information

Your personal information may be used to:

- Understand your medical history and health based on your age and other medical details provided
- Have access to your close contact in case of emergency
- Are able to access medical and imaging records with your name and date of birth
- Are able to make informed decisions in regards to the service we provide you based on the medical history you provide us

### When we disclose your personal information

For the purposes set out under “How we use your personal information”, we may disclose your personal information to organisations outside of Back Into Osteopathy. The parties to whom we may disclose information include:

- Your general practitioner in regards to our assessment, treatment and management and requesting further opinion
- Your contact details when referring to radiology
- Third parties such as work cover, TAC and DVA
- Outsourced IT and accountancy providers, who help us administer our member management functions
- The Osteopathy Board of Australia
- AHPRA medical board in requested auditing

### Help us ensure we hold accurate information

Back Into Osteopathy takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends on the information that you provide. That’s why we recommend that you:

- Let us know if there are any errors in your personal information
- Keep us up-to-date with changes to your personal information

## You can access your personal information

You have the right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please contact us. You may be required to put your request in writing for security reasons.

Back Into Osteopathy reserves the right to charge a fee for searching and providing access to your information to recover administrative costs.

## Security of your personal information

Back Into Osteopathy takes reasonable steps to protect your personal information from loss, misuse, unauthorised disclosure or destruction. Back Into Osteopathy has in place generally accepted standards of technology and operational security in order to keep your personal information safe. Only authorised staff, contractors or office bearers may access your personal information for approved purposes. We have policies in place to reasonably ensure your personal information is kept safe.

## Contact

If you have any queries, please contact Back Into Osteopathy:

- Email your enquiry to [info@backintoosteopathy.com.au](mailto:info@backintoosteopathy.com.au)
- Call us on **9738 1443**
- Access further information via [www.backintoosteopathy.com.au](http://www.backintoosteopathy.com.au)