

PRIVACY POLICY

Physio Room Pymble is committed to protecting the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, and protect your files when you use our services.

1. Information We Collect

We may collect the following types of files and information:

- **Electronically Sent Files:** When you email files to us, we collect and store those files securely under your name.
- **Hard Copy Files:** We do not retain hard copy files. Instead, we scan them to store electronically then promptly shred the hard copy.
- **Metadata:** We may collect metadata associated with your files, such as file names, file types, and timestamps.

2. How We Use Your Files

We retain electronic copies of your files to provide you with our services. Your files may be used in the following ways to:

- Fulfill CDM/EPC plans by holding onto necessary Medicare details which allow us to put through claims on your behalf.
- Enable us to assist you with completion of NDIS/Worker's Compensation programs.
- Ensure our practitioners are aware of any personal conditions which may affect your treatment.

3. Who Has Access to Your Files?

Electronic copies of your files are accessible to the practitioners you are seeing when you have made an appointment with them. Our receptionists are also able to access files required to put through payments on your behalf such as Medicare care plans. However, these files are only accessed when necessary.

4. Data Security

We are committed to ensuring the security of your electronically copied files and utilise industry-standard security measures to safeguard them against unauthorised access,

alteration, disclosure, or destruction. When we receive a hard copy file, we scan it and add it into your electronic file. Following scanning, we promptly and securely shred the hard copy to prevent any unauthorised access.

If you wish to have your hard copy returned to you, please inform our receptionists, who will ensure its safe return at an appropriate time after scanning. Your privacy and security are of utmost importance to us, and we take every measure to protect your information.

4. Sharing Your Files

We do not share electronic copies of your files with third parties except in the following circumstances:

- With your consent.
- When required by law or to protect our rights, property, or safety, or that of others.

5. Retention of Your Files

In accordance with Health Privacy Policy (HPP) 5, we maintain health records in electronic format, ensuring they can be printed on paper when necessary. We securely store electronic copies of your files to fulfill the purposes outlined in this privacy policy and as required by applicable laws. The retention periods are as follows:

- Files collected when you were an adult (over 18 years) will be retained for a duration of 7 years.
- Files collected when you were underage (under 18 years) will be retained until you reach the age of 25.

We ensure that your information is safeguarded and managed in accordance with relevant regulations and best practices.

6. Your Rights

You have the right to:

- Access, correct, or delete your files.
- Receive a copy of your files electronically once they have been scanned.
- Request the original document not be shredded, and promptly returned to you after scanning.

7. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the updated policy on our website or through other communication channels.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at (02) 8065 1970.