



Privacy Policy

OsteoCare Clinic

1. Introduction

At OsteoCare, we are committed to protecting the privacy, confidentiality and security of your personal and health information. We understand that the information you provide to us is often personal and sensitive, and we take our responsibility to handle this information with care.

This Privacy Policy explains how we collect, use, store and disclose your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

By accessing our services, you consent to the practices outlined in this Privacy Policy.

2. Definitions

"We," "us," or "our" refers to OsteoCare.

"You" refers to our patients, website visitors, or individuals interacting with our practice.

"Personal information" refers to information that identifies you or could reasonably identify you.

"Sensitive information" includes health information and other information requiring additional protection under Australian privacy laws.

3. Information We Collect

To provide safe and effective osteopathic care, we may collect personal and sensitive information about you, including:

Personal Information

- Name, contact details and date of birth
- Address and emergency contact details
- Medicare details (where applicable)
- Private health insurance details (where applicable)
- Referrer details and healthcare provider information
- Appointment and communication history

Health Information

- Medical history and current health concerns
- Details of injuries, symptoms and conditions
- Previous treatments, investigations and relevant health information
- Imaging, pathology or referral documentation
- Physical assessment findings
- Osteopathic treatment notes and clinical records
- Exercise, rehabilitation or self-management recommendations

Other Information

- Billing and payment information
- Website usage information, including cookies and analytics data
- Any other information you voluntarily provide to us

Where required, information relating to children or individuals requiring support will be collected with the involvement and consent of an authorised parent, guardian or representative.

4. How We Collect Information

We may collect your information through:

- Online booking forms, intake forms and consent forms
- Phone calls, emails, text messages or other communications
- Consultations and discussions with you during appointments
- Osteopathic assessments and treatment sessions
- Referrals or correspondence from other healthcare providers, with your consent
- Medicare, private health insurance or payment processing systems
- Our website, including online enquiries, cookies and analytics tools

Where possible, we collect information directly from you.

5. Why We Collect Your Information

We collect and use your personal information to:

- Provide safe, appropriate and effective osteopathic care
- Assess your health concerns and develop personalised treatment plans
- Maintain accurate clinical records
- Communicate with you regarding appointments, treatment, follow-up care and practice updates
- Coordinate care with other healthcare providers where authorised by you
- Process payments, Medicare rebates or private health insurance claims
- Meet professional, legal and regulatory obligations
- Improve our services, systems and patient experience
- Send relevant updates, newsletters or educational information where you have provided consent

Your information will only be collected, used and disclosed for purposes related to providing healthcare, managing our practice, or where otherwise permitted or required by law.

6. How Your Information is Stored and Protected

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

Your information may be stored through secure digital practice management systems, electronic health record systems and password-protected platforms accessible only by authorised personnel.

Any physical records are stored securely within our practice.

Clinical records are retained for the minimum period required under relevant legislation and professional obligations. When information is no longer required, it is securely destroyed or permanently de-identified.

7. Disclosure of Information

We will only disclose your personal information where appropriate and necessary, including:

- With your consent, to coordinate care with other healthcare providers involved in your treatment
- To process Medicare, private health insurance or payment requirements
- Where required by law, including legal requests, subpoenas or mandatory reporting obligations
- In situations where disclosure is necessary to protect your safety or the safety of others

We do not sell, rent or trade your personal information to third parties for marketing purposes.

Any disclosure of your information will only occur where there is a legitimate purpose, appropriate authority or legal requirement.

8. Your Rights

You have the right to:

- Request access to the personal and health information we hold about you
- Request corrections if your information is inaccurate, incomplete or outdated
- Ask questions about how your information is collected, used or stored
- Withdraw consent for certain uses of your information where applicable

To request access or make changes to your information, please contact our practice. We aim to respond to requests within a reasonable timeframe.

9. Website and Online Data

When you visit our website, we may collect limited information including:

- Browser and device information
- IP address
- Pages visited and interactions with our website
- Information submitted through online enquiry or booking forms

This information helps us understand how our website is used and improve our online services.

You may manage cookie preferences through your browser settings.

We do not collect information through our website for purposes beyond those outlined in this Privacy Policy unless you provide consent.

10. Making a Privacy Complaint

If you believe your privacy has been breached or your information has not been handled appropriately, please contact us directly via reception@osteocareclinic.com.au.

We will review your concern and aim to resolve the matter promptly, respectfully and transparently.

If you are not satisfied with our response, you may contact:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au

Phone: 1300 363 992

11. Policy Updates

This Privacy Policy may be updated from time to time to reflect changes to legislation, professional obligations or our practice processes.

The most current version will be available on our website.

At OsteoCare, we are committed to maintaining the confidentiality, privacy and trust of every patient who chooses our practice for their healthcare needs.

Contact Details:

OsteoCare Clinic

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