



PRIVACY POLICY and STATEMENT

SUMMARY

Any information you provide to Orion Family Physiotherapy (OFP) is treated with the utmost respect for privacy. Any information you provide will not be distributed or provided to any other party without your prior permission. OFP does not participate in spamming, and will not distribute non-public patient information to any third parties.

Orion Family Physiotherapy may occasionally use the information you provide to keep you informed of any new health updates, new products or services or upcoming special offers that are available. You have the right of access to any personal information held about you and to ask us to correct it if it is inaccurate or out of date or to have it removed from our database. We keep all patient records locked by password encryption. Only direct and current staff of OFP will have access to patient files.

Orion Family Physiotherapy will also provide easy access for you to communicate your privacy concerns to us and will respond to them thoughtfully and as promptly as we can.

1. We respect your privacy

OFP respects your right to privacy and is committed to safeguarding the privacy of our customers and website visitors. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

“Personal information” is information we hold which is identifiable as being about you.

2. Collection of personal information

OFP will, from time to time, receive and store personal information you enter onto our website, provided to us directly or given to us in other forms.

You may provide basic information such as your name, phone number, address and email address to enable us to provide treatment to you, liaise with your GP or next of kin if and when needed, send you information, provide updates and process your payments. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or medical affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or Medicare information.



3. How we collect your personal information

OFP collects personal information from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we provide our services to you. We may receive personal information from third parties including your GP, Workcover etc. If we do, we will protect it as set out in this Privacy Policy.

4. Use of your personal information

OFP may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs – we will not sell your details or give your information to any other parties without your prior consent.

OFP may contact you by a variety of measures including, but not limited to telephone, email, SMS or mail.

5. Disclosure of your personal information

We may disclose your personal information to any of our employees, Therapists, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our treatment and services.

We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of OFP its goodwill/database or third parties.

Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia (for example an off-site server for scheduled Back-up of electronic database/ information nightly).

If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.



By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

OFP is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

We have a protected and encrypted on-site server as well as encrypted off-site and cloud-based backups of all database information.

The transmission and exchange of personal information however is always carried out at your own risk. Although we take measures to safeguard against unauthorised disclosures of information, we cannot 100% guarantee the security of any information that you transmit to us, or receive from us.

7. Access to your personal information

You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). If you require large print outs of paper for your patient records etc. a small administrative fee may be payable for the provision of such information. If you would like a copy of the information which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at info@orionfamilyphysio.com

We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

8. Complaints about privacy

We take complaints very seriously and will endeavour to handle it fairly and promptly. We will respond as soon as we can (and no longer than 7 days) after receiving written notice of your complaint. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to Shop 1.43 Orion Springfield Town Centre, 1 Main St. Springfield Central Q. 4300 or please email us at info@orionfamilyphysio.com

If you are not satisfied with our response to your complaint you may contact the relevant external dispute resolution organization in your area.



9. Changes to Privacy Policy

Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Privacy Policy.

10. Website

When you visit our website we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc. This information is used in an aggregated manner to analyse how people use our site (e.g. Google Analytics), such that we can improve our service.

Cookies

We may from time to time use cookies on our website. Cookies are very small files which a website uses to identify you when you come back to the site and to store details about your use of the site. Cookies are not malicious programs that access or damage your computer. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. However, this may prevent you from taking full advantage of our website.

Our website may from time to time use cookies to analyse website traffic and help us provide a better website visitor experience. In addition, cookies may be used to serve relevant ads to website visitors through third party services such as Google Adwords.

Third party sites

Our site may from time to time have links to other websites (e.g. our Partners and Charities) not owned or controlled by us. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites or their content. Please be aware that OFP is not responsible for the privacy practices of other such websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects your information.

11. Contact Us

You can contact us about this Privacy Policy using the following details:

Yvonne Baker | Business Manager

Email: yvonne@orionfamilyphysio.com

Ph: 07 3470 1203