Arise Osteopathy Privacy Policy

This privacy policy covers the business 'Arise Osteopathy'', which includes three osteopaths. We have merged clinical software in order to provide a more comprehensive, integrated & streamlined service.

This policy does not cover any of the other businesses / practitioners working from the Station Health clinic space.

Arise Osteopathy is committed to protecting the privacy of all individuals who provide Personal Information to us and complies with The Australian Privacy Act 1998.

This privacy policy explains how we collect, protect, use and share personal information.

What information do we collect?

Personal information which we collect includes but is not limited to full names, titles, dates of birth, medicare numbers, private health insurer details, billing information, email addresses, phone numbers, addresses, emergency contacts and occupation.

We also collect information about your medical and family history (including mental health), other healthcare practitioners previously or currently involved in your care, treatment notes, records and test results and any other information required for accurate diagnosis and appropriate osteopathic management

Who do we collect your information from?

You, when your provide personal information to us via our client forms, website, social media, in consultations, or during any contact with us such as phone or email.

Third parties - where you have authorised access to the information such as a referral from another health professional or imaging and test results.

We may also conduct occasional user surveys to collect information about your preferences. These surveys are optional and if you choose to respond, your responses will be kept anonymous.

How do we use your personal information?

- to verify your identity
- to provide services and products for you

- to market our services and products to you, including contacting you electronically (e.g. by text or email for this purpose). Direct marketing requires your consent and you have the right to unsubscribe at any time.
- to improve the services and products that we provide to you
- to bill you and to collect money owing, including authorising and processing credit card transactions
- to respond to communications from you
- to conduct research and statistical analysis (on an anonymised basis)
- to protect and/or enforce our legal rights and interests
- for any other purpose authorised by you, the Australian Privacy Act 1998 or other applicable law.

When and to whom do we disclose your personal information?

The three osteopaths within Arise Osteopathy share clinical software for the purpose of providing streamlined integrated healthcare. This includes client files and treatment notes. If you wish for your file to remain confidential, please email us and we will mark it so.

With your permission, your personal information and medical history may be provided to other medical professionals if and when they become involved in your care and only with your express permission. This may include but is not limited to:

- Other health practitioners and administration staff of at the Station Health Clinic
- Other local medical and allied health practitioners

Your information may also be provided to

- Any business that supports our services and products. These currently include Cliniko (practice management software), Preve, Aeeva AI and Physitrack. You can access their privacy policies here.
- a person who can require us to supply your personal information (e.g. a regulatory authority)
- any other person authorised by the Act or another law (e.g. a law enforcement agency)
- any other person authorised by you
- any other company in the case of a sale, merger, consolidation, liquidation, reorganisation or acquisition.

Please note that some of the businesses that support our services and products are located outside Australia. This may mean your personal information is held and processed outside Australia.

Google Analytics

We use Google Analytics to help us understand how visitors use our website and to improve its functionality and user experience. Google Analytics collects information about website usage, which may include pages visited, time spent on pages, device and browser information, and interactions with the website. This information may be collected using cookies and similar technologies and is processed by Google in accordance with its privacy policy.

For more information about how Google collects and uses information when you visit websites that use its services, please see How Google uses information from sites or apps that use its services.

You can manage cookies through your browser settings and, where applicable, your cookie consent preferences.

How do we protect your personal information?

We will take all reasonable steps, as stipulated by the Australian Privacy Act 1998, to keep your personal information safe from loss, unauthorised activity, or other misuse.

In the event of a data breach we are obligated to notify affected individuals if it is likely to result in *serious harm*. We are obligated to fix the problem, limit the exposure and attempt to prevent or reduce harm.

Serious harm includes but is not limited to

An unlikely risk of physical harm
Financial Loss
Identity Theft
Psychological harm
Reputational harm

Accessing and correcting your personal information

Subject to certain grounds for refusal set out in the Australian Privacy Act 1998 or other applicable law, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information. Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

If we think the correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note on the personal information that you requested the correction.

Note that health providers are required to keep all clinical notes for 7 years or until the age of 25, whichever is longer.

If you want to exercise either of the above rights, email us at arise health.com.au. Your email should provide evidence of who you are and set out the details of your request (e.g. the personal information, or the correction, that you are requesting).

Contact us
If you have any questions about this privacy policy or our privacy practices, you can contact us at reception@ariseosteopathy.com.au.