

Privacy Policy

Practice name (legal entity)	Mount Merrion Physiotherapy AU
Trading name	Dental Physiotherapy with Lorraine Carroll & Simon Coghlan
ABN	42657873973
Address	2/24-26 Gloucester Road, Buderim, QLD 4556
Phone	07 3532 8605
Email	reception@lcscphysiotherapy.com.au
Privacy Officer	Simon Coghlan
Effective date	1 January 2023

1) Our commitment to your privacy

We respect your privacy and are committed to protecting your personal information. We manage personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy explains how we collect, use, store, and disclose personal information, and how you can access and correct it or make a complaint.

2) What personal information we collect

We may collect and hold the following types of personal information:

Identity and contact details

- Name, address, email, phone number
- Date of birth
- Emergency contact details

Health information (sensitive information)

- Symptoms, medical history, relevant diagnoses, medications and allergies (where relevant)
- Assessment findings, clinical notes and treatment plans
- Treatment provided and progress notes
- Referrals and correspondence (for example, from GPs, dentists, specialists, imaging providers)
- Photos or video only where clinically necessary and with your consent

Administrative and billing information

- Appointment details and attendance history
- Invoices, payments and receipts
- Private health fund, Medicare, DVA, WorkCover/CTP, NDIS details (only where relevant)

Website and digital information

- Enquiries submitted via our website forms
- Technical and usage data via cookies and analytics (where enabled)

3) How we collect personal information

We collect personal information:

- Directly from you (in person, phone, email, online booking, telehealth, website forms)
- From your parent or guardian, carer, or authorised representative
- From other parties involved in your care or administration where appropriate and permitted (for example, referrers, other treating practitioners, insurers or claims managers, or plan managers)

If you choose not to provide certain information, we will tell you if that limits the care we can safely provide.

4) Why we collect, use, and hold personal information

We collect, use, and hold personal information to:

- Provide safe and effective physiotherapy assessment and treatment
- Communicate with you about appointments and your care (including reminders)
- Liaise with your referrer and other health professionals involved in your care (where appropriate)
- Process payments, rebates and claims (where applicable)
- Manage clinic operations (quality improvement, training and supervision, record keeping)
- Meet legal, regulatory, and professional obligations

5) Practice management system and communications

We use Nookal as our practice management system to help us manage bookings, clinical notes, invoices, and patient communications.

This may include sending appointment reminders and practice messages by SMS and or email through Nookal or its integrated messaging providers.

6) When we disclose personal information

We may disclose your personal information to:

For your care

- Your referrer (for example, GP, dentist, specialist)
- Other treating providers involved in your care (where appropriate)

For billing and claims (where applicable)

- Private health funds and other claiming channels you authorise
- DVA, WorkCover or CTP insurers and claims agents
- NDIS plan managers and support coordinators (where applicable and authorised)

To operate our clinic

- Our staff and contractors who need access to do their work
- Trusted service providers who support our operations (for example, IT support, hosting, secure storage, payment processors, and practice management software such as Nookal)

Legal and safety

- Where required or authorised by law (for example, subpoenas, court orders, or regulators)

We do not sell your personal information.

7) Overseas disclosure

Some third-party providers we use may store or process information on servers located outside Australia (for example, where cloud infrastructure or messaging services operate internationally).

Where we disclose personal information to overseas recipients, we take reasonable steps to ensure it is handled in a way consistent with the Australian Privacy Principles.

If you would like more information about overseas storage or disclosure relevant to our systems, contact our Privacy Officer.

8) How we store and secure your information

We store information in electronic and sometimes paper form. We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Our security measures may include:

- Role-based access controls and staff confidentiality obligations
- Secure clinical software and reputable providers (including Nookal)
- Strong passwords and multi-factor authentication where available
- Secure storage for paper records
- Backups and systems maintenance appropriate to a health clinic

9) Data breaches

If a data breach occurs, we will act promptly to contain and assess it. If it is likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required under the Notifiable Data Breaches scheme.

10) How long we keep records

We retain clinical and administrative records for as long as needed for your care and to meet applicable legal, regulatory, insurer, and professional requirements.

When information is no longer required, we take reasonable steps to securely destroy or de-identify it.

11) Accessing and correcting your information

You may request access to the personal information we hold about you and ask us to correct it if it is inaccurate, out of date, incomplete, irrelevant, or misleading.

We may need to verify your identity. We will respond within a reasonable time. In limited circumstances we may refuse access where permitted by law, and we will explain why.

12) Anonymity and pseudonymity

Where lawful and practical, you may interact with us anonymously or using a pseudonym. For physiotherapy care, this is usually not practical because we need

accurate identification for clinical safety, documentation, and billing.

13) Complaints

If you have a privacy concern or complaint, please contact our Privacy Officer using the details below. We will acknowledge your complaint and aim to respond within a reasonable timeframe, typically within 30 days.

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

14) Website cookies and analytics

Our website may use cookies and analytics tools to help us understand website traffic and improve your experience. You can manage cookies through your browser settings. Third-party providers may handle information in accordance with their own privacy policies.

15) Updates to this policy

We may update this policy from time to time. The latest version will be published on our website and will apply from the updated effective date.

Contact us

If you have questions about this policy, want to access or correct your information, or wish to make a complaint, contact: Privacy Officer: Simon Coghlan

Email: reception@lcscphysiotherapy.com.au

Phone: 07 3532 8605

Address: 2/24-26 Gloucester Road, Buderim, QLD 4556

OAIC: www.oaic.gov.au