



Privacy Policy

Complete Sports Care is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, date of birth, address, occupation, email address, billing details, phone numbers and GP details.

This Personal Information is obtained in many ways including directly from you from the information you provide on the New Client Form, from your guardian, during the course of providing your clinical service to you, , Healthcare specialist, through correspondence, telephone, facsimile, or via our website (www.completesportscare.com.au) and from third parties

We collect your Personal Information for the primary purpose of providing high quality care services. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political



association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Health information will be used by Complete Sports Care:

- For the primary purpose of providing high quality care.
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Examples of Health information that Complete Sports Care collect include:

- Appointment and billing details
- Private health care details (where available) for identification and claiming purposes;
- Clinical notes of the patient
- Specialists reports and results
- Medical information including medications

Why does Complete Sports Care collect Personal and Health information

- Provide high quality care
- Process payments
- Communicate with you regarding administrative notices and marketing.

Complete Sports Care uses your email address and phone number to contact you regarding administrative notices such as appointment reminders, seeking information, marketing and promotional newsletters and clinic updates. If you do not wish to receive communication, please contact us via email and opt out.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.



Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Communicate with other health care professionals involved in your care
- Third parties where you consent to the use or disclosure
- Where required or authorised by law
- Government and other regulatory bodies (eg Transport Accident bodies, Workers Compensation and Department of Veteran Affairs)

If there is any doubt then Complete Sports Care will gain consent from the person for the use of their health information. We never sell your information to other organisations.

Credit Card Information

Complete Sports Care does not store credit card information.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Complete Sports Care will generally not charge any fee for your access request.

In order to protect your Personal Information we may require identification from you before releasing the requested information.



Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Complete Sports Care

info@completesportscare.com.au

Phone: 09 9882 2020