



**BETTERSTEPS**  
FAMILY & SPORTS PODIATRY

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## BETTER STEPS FAMILY AND SPORTS PODIATRY PRIVACY POLICY

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### **Our Commitment to your Privacy**

Better Steps Family and Sports Podiatry respects your rights to privacy and confidentiality and is committed to complying with the *Privacy Act 1988* and the *Australian Privacy Principles 2014* and any privacy provisions of applicable legislation. Better Steps Family and Sports Podiatry is an independent practice.

The Better Steps Family and Sports Podiatry Privacy Policy sets out our commitment to protecting the privacy of your personal information that we collect directly from you or from the website [www.bettersteps.com.au](http://www.bettersteps.com.au). It covers all personal information we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion.

### **Collection of Personal Information**

The type of personal information that we collect may include:

- Name,
- Contact details including email address, residential address and telephone numbers,
- Date of birth,
- Gender,
- Occupation,
- Employer details if applicable (Work Cover claims etc),
- Sensitive information including health and medical information, Medicare or DVA details (if applicable), your General Practitioner, the Referring doctor or person (if applicable) and other necessary health information,
- Any other information requested by us or provided by you.

If we receive personal information from third parties, eg other health professionals, we will protect it as set out in this Privacy Policy.

### **Use of Personal Information**

In order to provide a quality service to you, we need to collect personal and sensitive information. We will only collect information from you which is necessary. However, should you choose not to provide the necessary information, it may affect your treatment and/or we may be unable to treat you.

We collect information for the purposes which may include:

- To assess, diagnose and provide appropriate treatment,
- To contact and communicate with you,
- For administrative purposes of running the practice,
- For billing either directly or through an insurer or compensation agency,
- To discuss your medical condition within the practice if passing your case to another practitioner for your ongoing management,
- To discuss your medical condition with referral parties, doctors, teachers, coaches where permissible or appropriate (ie with your consent and/or in accordance with applicable rules and regulations) to facilitate communication and best possible care for you.

*helping you take better steps*

### **Disclosing Information**

Better Steps Family and Sports Podiatry will only disclose personal information in accordance with the Privacy Act. This means that personal information may be disclosed:

- For the purposes for which we have advised that we are collecting it, and for related purposes that the individual would reasonably expect,
- Where we have the consent of the individual to do so,
- As required by law, or
- Under other circumstances where permitted under the Act.

In the course of our business activities, we may need to disclose some of your personal information to relevant staff. We do not disclose your personal information to overseas recipients.

### **Unauthorised Disclosure or Access**

Better Steps Family and Sports Podiatry is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

### **Opt-out**

We will always provide individuals with a nil-cost way of contacting us to register a request to "opt-out" or unsubscribe from receiving any newsletters, product offers, or marketing emails.

### **Access to Personal Information**

Individuals will be able to access their personal information upon request. An administration fee may be payable for the provision of the information. However, Better Steps Family and Sports Podiatry may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

### **Correction of Personal Information**

If you believe that any information we hold on you is inaccurate, out of date, or incomplete, please contact us in person or by email at [admin@bettersteps.com.au](mailto:admin@bettersteps.com.au). We rely in part upon patients advising us when their personal information changes. We will endeavour to promptly correct any information found to be inaccurate, incomplete or out of date.

### **Security**

Our goal is to protect the personal information collected by Better Steps Family and Sports Podiatry and its associations. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

### **Privacy Inquiries**

Privacy related inquiries or concerns can be addressed to The Directors at Better Steps Family and Sports Podiatry either by mail or email at the following addresses:

Mail: Better Steps Family and Sports Podiatry Pty Ltd  
97 Riding Rd  
Hawthorne Q 4171

Email: [admin@bettersteps.com.au](mailto:admin@bettersteps.com.au)

### **Availability and Review of the Policy**

We will make our privacy policy available upon request and will provide a link to this policy from our website.

This policy will be reviewed from time to time and any amendments will be incorporated into the updated policy.