



PRIVACY POLICY - PLEASE READ

At South East Massage & Myotherapy (SEMM), we are committed to protecting your privacy and ensuring the security and confidentiality of your personal and medical information and history.

THE TYPES OF INFORMATION THAT WE COLLECT, GENERATE & STORE

Personal Information: name, date of birth, contact details, billing and payment, occupation and lifestyle details, emergency contact information and referral information.

Medical Information & History (Sensitive Information): doctor/general practitioner, current medical information & history, private health fund details, previous or other treating professionals' referral letters, reports or scans.

Information generated by SEMM: policy and consent forms, treatment notes & progress reports, referral letters and billing/invoice documents.

All Information we collect, generate and store is required for the following purposes:

- To provide professional and quality care/treatment to our clients.
- To comply with all health & safety and legal regulatory obligations required of us.
- To obtain payment for services provided to our clients.
- To advise clients about special promotions/opportunities (the option to opt out is available)
- For other purposes permitted by law in accordance to the Australian Privacy Act

You can access your information: You have the right to seek access to any of your information collected or generated by SEMM. A fee will be charged for the service of providing copies of your information and/or transferring information to another professional health service provider.

How your information is stored: All signed documents such as intake and consent forms, referral letters or generated reports are scanned and attached to your electronic client file, as well as securely stored for the legally required period of time. Once this time has commenced, if you are no longer an active client of SEMM, your information is then professionally destroyed.

In the case of a breach of privacy or leak of personal/sensitive information: In accordance to the current Australian Privacy Act, SEMM will contact you personally in the case of a breach of your privacy. SEMM will also notify all legal required parties of the incident.

Keeping your information up to date: it is important to ensure that your personal & medical information is up to date. Any changes could compromise your health and quality of care. It is your responsibility to inform SEMM of any medical conditions or changes occur as soon as possible.

Please contact us for more information, or visit www.southeastmassage.com.au/policy