

BODYSYSTEM®

Privacy Policy

BODYSYSTEM recognises the importance of protecting the privacy and rights of individuals in relation to their information and is committed to safeguarding those rights with respect to their personal and health information.

BODYSYSTEM will ask to collect the following personal information:

- Name and contact details
- Your sex and gender
- Whether you identify as Aboriginal or Torres Strait Islander
- Your GP or GP Practice
- Your emergency contact person
- Any relevant allergies
- Details of an third party if relevant
 - MAIB
 - Employer / Insurer
 - Workers Compensation Claim

BODYSYSTEM will collect a range of health information about you to enable us to provide you with appropriate treatment. This may include information about your health, your pathology and diagnostic test results, x-ray and other imaging, and information about your medication.

We will collect this information directly from you wherever possible during your consultations. We may also receive information as part of a referral.

We may also need to collect your information from a family member, friend, carer or other person such as an interpreter, who can help us to provide you with appropriate care.

There are times when we will gain your consent to disclose your health information outside of BODYSYSTEM, to enable appropriate care and treatment to be provided to you.

For example:

- to other health services, hospitals or specialists involved in your care
- to your GP / GP Practice
- to your carer
- if attending under a workers compensation claim / MAIB we may be providing health updates to your:
 - GP / surgeon
 - Referrer
 - Rehab Provider
 - Employer

Occasionally it is not possible to gain your consent when disclosing information.

For example:

- if it's necessary to prevent a serious or imminent threat to life, health or safety such as in an emergency

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If you do not wish for BODYSYSTEM to collect, use or disclose certain information about you, you will need to tell us and we will discuss with you any consequences this may have for your health care.

The law also requires us to disclose your health information to other third parties under certain circumstances.

For example:

- to other health services or law enforcement agencies such as the police if you provide us with information relating to a serious crime, including serious assault, domestic violence or child abuse
- to other agencies where the information relates to the safety, welfare or wellbeing of a child or young person
- to comply with a subpoena or search warrant if your health information is required as evidence in court

You can request a copy of your health information by calling us on 6231 5991. A fee may be charged by us to prepare, collate and send you your health information.

Our default is for you to

- either collect your printed notes, or
- we can send them via post to you

We will only email you your health information if we have your consent, having made you aware that there is a risk of your information being intercepted by a third party.

Your details and health information are stored on an individual file in your name on our practice management system - PracSuite. We work hard to ensure that your information cannot be accessed without approval and your consent, but unfortunately data breaches cannot always be prevented. Should a data breach occur, we will, to the extent that it is possible, take steps that are reasonable in the circumstances to notify each affected individual.

If we are unable to notify, or it is not reasonably practical to notify any or all of the affected individuals, we will publish a notification of our website and take reasonable steps to publicise the notification.

If you think your information has been mishandled, you can lodge a complaint by either

- calling us on 6231 51991
- emailing us at bodysystem@bodysystem.com.au
- filling in our Feedback Form on our website at <https://www.bodysystem.com.au/>

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