



Privacy Policy

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Privacy Policy

Northside Podiatry is committed to protecting your privacy online and in our clinic. We collect personal information about you to maximise the customer service we can provide and ensure appropriate and high standard healthcare. We respect your privacy and confidentiality, by complying with the guidelines of APP (Australian Privacy Principles) and existing obligations under the Privacy Act (1988). This policy explains what we do with the information we collect, how we keep it secure and how we use it to provide you with appropriate healthcare.

Collection of Personal Information

Information we collect:

- Full name
- Carer/parent information
- Date of Birth
- Postal address
- Email address
- Phone numbers
- Medicare number
- Private Health Insurance details
- Medical History
- medications
- Occupation
- Relevant medical practitioners
- Other service providers involved in care
- Referrals
- Specialist reports and test results
- Photos or video footage relevant to condition/ assessment

From Patient/or Responsible Person:

- New Patient assessment forms
- Online bookings and forms
- Phone and email enquiries
- History Taking in consultations
- Medical History
- Specific treatment forms and consents

Responsible Person:

When the patient is a child or does not have mental or physical ability to provide information themselves. Can include



- Parent
- Guardian
- family member/ emergency contact over age 18 years
- spouse
- power of attorney

From 3rd Parties:

- Government Agencies (e.g Medicare and DVA)
- Private insurance companies
- Workers compensation, lawyers, solicitors
- NDIS
- Other medical professions. Including medical practitioners, consultants, allied health
- Radiology and other investigations

How we use the personal information collected

- For administration purposes
- To provide you with appropriate health care
- To make treatment decisions based on your health information
- Billing information
- To communicate with you about reminders for appointments.
- To manage you within a multiple disciplined care plan.
- To communicate with you regards products and services.
- For direct marketing purposes
- For accreditation or quality activities
- For legal requirements.

Storage of Information

All your confidential information and client records are stored in our secure practice management system. This system has 365 day, 24hr day monitoring. All data is stored and processed in Australia only. All written or hard copy forms, letters, referrals, photos are scanned and added to electronic files, in a timely matter. We use the latest security technologies, for authentication in our system.

We will not knowingly share your personal information with 3rd parties, except with service providers who are involved in your care. We would only share information with providers who also comply with APP Privacy guidelines.



Disclosure of your information

We may be required to disclose personal information to comply with a legal requirement such as law, regulation, subpoena or warrant, in response to law enforcement agency request.

We disclose information regarding your management to other health providers and 3rd parties involved in your health care.

Our practice software has inbuilt security with 2 step authentication for all staff.

Changes to privacy policy

To ensure that our privacy policy remains current, we reserve to right to amend this policy as required. Any modifications will be effective immediately, as will be updated on our website. Please feel free to periodically review the policy on our website.

Email communication

Northside Podiatry may use your personal information to advise you of any new products or services we can provide for you in the clinic. If you would like to unsubscribe to these emails you can do so at any time. Please advise accordingly.

Accessing your personal information

You have the right to contact us to access your personal information, subject to exceptions made by law. If you would like to do so, please let us know. You may be required to submit request in writing, for security reasons.

Contacting us regarding privacy policy

Northside Podiatry welcomes your feedback regarding this privacy policy. If you have any questions or comments regarding our privacy policy please contact us via email or call during office hours - 07 3554 0097

ATT: Privacy Policy Officer
info@northsidepodiatry.com.au