



# Footprints Podiatry Centre Privacy Policy

Footprints Podiatry Centre respects your privacy and is committed to complying with the *Privacy Act 1998* and the Australian Privacy Principles. Footprints Podiatry Centre Privacy Policy outlines how we collect, use, disclose and secure your personal information. This policy will also outline how you can access your personal information and how to make a complaint about a breach of your privacy.

## COLLECTION OF PERSONAL INFORMATION – WHAT WE COLLECT

Footprints Podiatry Centre collects and holds a range of personal information about our current and prospective patients. This personal information may include the following:

- Name and date of birth
- Postal and email addresses
- Contact details – home, mobile and/or work phone numbers
- Occupation
- Historical and current health information including medical conditions, medications, allergies
- General practitioner and details of other health professionals involved in your care
- Private health fund details (if applicable)
- Medicare and/or DVA details (if applicable)
- Employer details for Work Cover claims (if applicable)
- Transaction details associated with the services we have provided you or the products you have purchased
- Any other information that you have provided us

## COLLECTION OF PERSONAL INFORMATION – HOW

Personal information is collected directly from you via the following methods:

- New patient form
- During your consultation(s)
- Phone enquiry or complaint
- Online enquiry through our website

We may also collect personal information from third parties including:

- Direct referrals and reports from other health practitioners (GP, physio, specialist etc.)
- Government agencies – Medicare, the Department of Veterans' Affairs (DVA)
- Work Cover or other workers compensation companies

## HOW WE USE YOUR PERSONAL INFORMATION

Footprints Podiatry Centre needs to collect information about you for the primary purpose of providing high quality podiatric care. We require personal information to thoroughly assess, diagnose and provide treatment. We will only collect and hold information which is necessary for your care. You do not have to provide us with your personal information, however, withholding or falsifying information may affect your treatment, and/or we may be unable to treat you.

Footprints Podiatry Centre may use your personal information for the following purposes:

- Provide podiatric services and treatment as well as sales products
- Communication with other health professionals e.g. GP (where required and/or with your consent)
- Use within the practice if discussing or passing your case to another practitioner within the practice for your ongoing management
- Administration purposes for running the practice
- Billing and receiving payment – either directly or through a government or insurance agencies
- Updating any major business changes – new management, relocation of premises etc.

## KEEPING YOUR INFORMATION SAFE

Footprints Podiatry Centre will only disclose personal information in accordance with the *Privacy Act 1998*. Personal information may be disclosed for the following reasons:

- For the purpose for which it was collected, listed in this policy, and for related purposes that you would reasonably expect
- Where we have consent from you
- As required by law
- Under other circumstances where permitted in the Act

Patient information collected by Footprints Podiatry Centre is kept in both electronic and hard copy forms. Appropriate security measures will be taken to keep your personal information secure and personal information will be destroyed or de-identified when no longer needed.

While conducting our business activities, we may need to disclose your information to other staff members and contractors. All employees are required to sign a confidentiality agreement at the commencement of their employment. We view unauthorised disclosure as a serious breach of misconduct by our employees and appropriate disciplinary and/or legal action will be taken.

We will not disclose your personal information to any overseas recipients.

## ACCESSING YOUR PERSONAL INFORMATION

We will take reasonable steps to keep your personal information relevant, accurate and up to date. As such, Footprints Podiatry Centre staff may request confirmation of your personal details. You are also encouraged to update your personal information at any time by contacting our clinic.

Patients can request access to their own personal information/records at any time. An administration fee may be payable for preparation and provision of the information.

## PRIVACY ENQUIRIES

Any related enquiries or concerns should be addressed to The Director at Footprints Podiatry Centre either by mail or email at the following addresses:

Mail: Footprints Podiatry Centre  
1 / 77 Oxford Street  
Bulimba, Qld 4171

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

## AVAILABILITY AND REVIEW

The Footprints Podiatry Centre Privacy Policy will be available at any time upon request. This policy will be reviewed periodically, and any amendments will be incorporated in this Policy.