

Privacy Policy

Effective Date: 18 June 2026

1. About This Policy

This Privacy Policy explains how **Fit Spines Pty Ltd** ("we", "our", "us") collects, uses, stores and discloses personal information and health information in accordance with the **Privacy Act 1988 (Cth)**, the Australian Privacy Principles and applicable health records legislation.

As a health practice, we collect health information to provide thorough assessment, treatment and related healthcare services.

2. What Information We Collect

We may collect the following information:

Personal Information

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Emergency contact details
- Occupation
- Medicare details (if applicable)
- Private health insurance details
- Payment and billing information

Health Information

- Medical history
- Current and previous injuries
- Musculoskeletal conditions
- Symptoms and treatment goals
- Medications
- Diagnostic imaging reports and results
- Referral letters and specialist reports
- Treatment notes and progress records
- Lifestyle information relevant to treatment, including exercise habits and workplace activities

Health information is classified as sensitive information and receives additional protection under privacy laws.

3. How We Collect Information

We collect information:

- Directly from you through patient registration forms;
- During consultations and treatment sessions;
- Through online booking systems;
- Through our website;
- From your treating doctors, specialists, physiotherapists or other healthcare providers (with your consent or as otherwise permitted by law);
- From diagnostic imaging providers;
- From private health insurers where relevant.

4. Why We Collect Information

We collect, hold and use your information to:

- Assess your health condition and treatment needs;
- Provide expert care and treatment;
- Maintain clinical records;
- Communicate regarding appointments and treatment plans;
- Process payments and private health insurance claims;
- Obtain diagnostic services where required;
- Comply with legal and professional obligations;
- Manage and improve our practice operations.

If you choose not to provide requested information, we may be unable to provide some or all chiropractic services.

5. Disclosure of Information

We may disclose your information to:

- General practitioners;
- Medical specialists;
- Physiotherapists and other allied health practitioners;
- Diagnostic imaging providers;
- Private health insurers;
- Medicare and government agencies where authorised or required;
- Professional advisers such as accountants, auditors and legal advisers;
- Regulatory authorities where required by law.

We will only disclose health information where necessary for your care, with your consent, or where otherwise authorised or required by law.

6. Appointment Reminders and Communications

We may contact you by:

- Telephone;

- SMS;
- Email; or
- Other electronic means

for appointment reminders, recalls, follow-up care and administrative matters relating to your treatment.

By providing your contact details, you consent to receiving these communications unless you advise us otherwise.

7. Direct Marketing

We may send information about services, health education, wellness programs, practice news or promotions.

You may opt out of receiving marketing communications at any time by contacting us or using any unsubscribe facility provided.

We will not disclose your health information for third-party marketing purposes without your consent.

8. Storage, Security and Practice Management Systems

We use a range of electronic systems and service providers to assist in the operation of our practice and the provision of healthcare services.

These may include:

- **Halaxy** for practice management, appointment scheduling, clinical records, patient communications, invoicing and related administrative functions;
- **Genie** for practice management, appointment scheduling, clinical records, patient communications, invoicing and related administrative functions;
- **Heidi** an AI medical scribe and clinical assistant for clinical notes with consent;
- **HICAPS** for processing private health insurance claims and payments;
- Secure email and document management systems;
- Accounting, payment processing and information technology service providers.

These service providers may have access to personal information and health information to the extent necessary to provide services to us.

We take reasonable steps to ensure that third-party service providers maintain appropriate security measures to protect information against misuse, interference, loss, unauthorised access, modification or disclosure.

Patient records are protected through security measures including user authentication, access controls, encryption where available, secure backups and staff confidentiality obligations.

9. Disclosure to Third-Party Service Providers

In operating our practice, we may disclose personal information and health information to service providers that assist us with:

- Practice management;
- Appointment scheduling and reminders;
- Clinical record management;
- Health fund claims processing;
- Payment processing;
- Information technology support;
- Secure storage and backup of records.

This may include:

Halaxy

We use Halaxy as our practice management software provider. Halaxy may store and process personal information and health information on our behalf for the purposes of maintaining patient records, appointment scheduling, invoicing, communications and practice administration.

Genie

We use Genie as our practice management software provider. Genie may store and process personal information and health information on our behalf for the purposes of maintaining patient records, appointment scheduling, invoicing, communications and practice administration.

Heidi

We use **Heidi** to generate structured clinical notes.

HICAPS

We use HICAPS to process private health insurance claims and related payment transactions. Information disclosed to HICAPS may include patient identification details, health fund membership information, treatment information relevant to the claim and payment details.

We only disclose information that is reasonably necessary for the relevant service to be provided.

10. Overseas Storage and Disclosure

Some of our electronic service providers, including cloud-based software providers, may store or process information using data centres located outside Australia.

Accordingly, personal information and health information may be transferred, stored or accessed in jurisdictions outside Australia where this is necessary for the operation of those services.

Before engaging such providers, we take reasonable steps to ensure that they maintain privacy and security standards consistent with Australian privacy law.

By providing your information to us, you acknowledge that information may be handled by such service providers for the purposes described in this Privacy Policy.

11. Retention of Records

We retain health records for the periods required by applicable legislation and professional standards.

Generally:

- Adult patient records are retained for at least seven years from the last entry in the record.
- Records relating to minors may be retained until the patient reaches 25 years of age or for such longer period as required by law.

12. Access to and Correction of Information

You may request access to your personal information and health records by contacting us in writing.

We may charge a reasonable administrative fee for providing copies of records where permitted by law.

If any information is inaccurate, incomplete or out of date, you may request correction of the information.

We may decline access in circumstances permitted by law.

13. Website and Online Services

Our website may collect information through cookies, analytics tools and online enquiry forms.

This information helps us improve website functionality and patient experience.

You may disable cookies through your browser settings, although some website functions may be affected.

14. Complaints

If you have concerns about how your personal information has been handled, please contact our Privacy Officer.

We will investigate your complaint and aim to respond within 30 days.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner

Privacy Officer:

Fit Spines Pty Ltd

Address:

Phone:

Email: fitspines@gmail.com

15. Changes to This Policy

We may amend this Privacy Policy from time to time to reflect changes in our practices, legal obligations or services. The current version will be available at our clinic and on our website.