

# My Chiropractor Privacy Policy

**Effective date:** 01/01/2026

## Version: 1.0

**Applies to:** My Chiropractor Mackay City, Chiropractic Naturally Pty Ltd ABN 62 104 335 601, Address: 157 Victoria Street, Mackay QLD 4740, Phone: 07 4953 1622, Email: admin@mychiropractorqld.com.au, Website: www.mychiropractorqld.com.au.

## Introduction

My Chiropractor ("we", "us", "our") is committed to protecting your privacy. We manage personal and health information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), which apply to all private health service providers, including chiropractic clinics. We also meet professional expectations under AHPRA's regulatory framework to keep patient information confidential and secure.

## 1. What this policy covers (APP 1)

This policy explains how we collect, use, store, and disclose your personal information; how you can access and correct it; how you can complain; and how to contact us. A current version is available at reception and on our website. We may update this policy from time to time; the latest version will always be published.

## 2. What information we collect (APP 3)

We collect only what we reasonably need to provide chiropractic care and operate our practice: Identification & contact details; Health information; Administrative & payment details; Digital interactions; Optional communications. We do not intentionally collect information we do not need. If we receive unsolicited information, we will promptly assess whether it is necessary. If not, we will securely destroy or de-identify it (APP 4).

## 3. How we collect information (APP 3 & APP 5)

Directly from you (forms, consultations, phone, email, telehealth, website bookings, outcome surveys). From other sources with your knowledge or where permitted by law (GP, specialist, radiology, allied health, insurer, booking systems). At or before collection we provide a collection notice summarising why information is collected, who we disclose it to, and how you can access our Privacy Policy (APP 5).

## **4. Why we collect and use your information (APP 6)**

We use your information to provide care and manage the practice, including communication, coordination with other providers, payments and claims, legal/regulatory obligations, quality improvement, and optional service updates or health information. We will not use your information for direct marketing unless permitted by the APPs and you have a reasonable expectation or you consent; you can opt out at any time (APP 7).

## **5. Who we disclose information to (APP 6 & APP 8)**

We disclose information only as needed for your care, to run the practice, or as required by law: other health providers involved in your care; insurers and third parties for claims and payments; service providers who support our operations (IT support, cloud practice management systems, secure messaging, email/SMS services, document storage, accounting) under contractual privacy/security obligations; regulators or courts where disclosure is required or authorised by law; with your consent to family or carers. Where a service provider or data centre is located outside Australia, we will take reasonable steps to ensure the recipient complies with privacy protections comparable to the APPs before any cross-border disclosure occurs (APP 8).

## **6. Security of your information (APP 11)**

We take reasonable technical and organisational measures to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure, including role-based access controls; encryption; secure messaging; patching and malware protection; backups; physical controls; staff training and confidentiality agreements; vendor due diligence and contractual controls; incident response and Notifiable Data Breach procedures.

## **7. Data retention and destruction**

Clinical records are retained for the periods required by health record standards and professional guidelines. When information is no longer required and we are not legally obliged to retain it, we will securely destroy or de-identify it. You may request deletion of certain non-clinical information where legally permissible.

## **8. Access to and correction of your information (APP 12 & APP 13)**

You have the right to access your personal information and request corrections if it is inaccurate, out-of-date, incomplete, irrelevant or misleading. To request access or correction, contact our Privacy Officer. We will respond within a reasonable time (usually within 30 days). We may charge a reasonable administrative fee for large record requests. If we refuse access or correction (for example, due to legal restrictions), we will provide written reasons and information about your options.

## **9. Notifiable Data Breaches (NDB) Scheme**

If a data breach is likely to result in serious harm, we will assess, contain, and notify affected individuals and the OAIC as required by the Privacy Act, and take steps to prevent recurrence.

## **10. Website, cookies and analytics**

Our website may use cookies and analytics to improve functionality and measure engagement. You can adjust your browser settings to refuse cookies; some features may not work fully. We do not use tracking technologies to identify you without your knowledge, and any online forms will present a collection notice linking to this policy.

## **11. Automated decision-making**

We do not make decisions that significantly affect your care using fully automated processes. If we introduce any substantially automated decisions that impact your rights or interests, we will update this policy to explain the types of decisions and the personal information used.

## **12. Children and young people**

We provide services to minors with the involvement of a parent/guardian as appropriate. We respect mature minors' confidentiality consistent with clinical judgment and law. Where consent is required, we will seek consent from the appropriate decision-maker.

## **13. Direct marketing and communications (APP 7)**

We may send appointment reminders, service notices and health information relevant to your care. We will only send marketing communications in line with the APPs, and you can opt out at any time by clicking unsubscribe or contacting us.

## **14. How to contact us (Privacy Officer)**

Privacy Officer: Colleen Harris (Business Owner) Email: [colleen@mychiropractorqld.com.au](mailto:colleen@mychiropractorqld.com.au)  
| Phone: 07 4953 1622 | Address: 157 Victoria Street Mackay QLD 4740

## **15. Complaints**

If you are concerned about how we handled your personal information, please contact our Privacy Officer. We will acknowledge your complaint and aim to respond within 30 days. If you are not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC): Online: <https://www.oaic.gov.au/privacy/privacy-complaints> | Phone: 1300 363 992.

## **16. Changes to this policy**

We may update this policy to reflect changes in law, guidance, technology or practice operations. A current version will be available at reception and on our website, and material changes will be communicated to patients where appropriate.

