



Privacy Policy

Align Health Therapies Pty Ltd *Last updated: 5 September 2025*

1. Commitment to Upholding Privacy

Align Health Therapies Pty Ltd (Company/We/Us), is committed to protecting personal information and handling it in accordance with the **Privacy Act 1988**.

2. What Personal Information is Collected

We may collect the following types of personal information:

- **Identification details:** name, date of birth, address, contact information.
- **Health information:** medical history, medications, allergies, adverse events, family history, immunisation history, social history, risk factors, and other relevant clinical information.
- **Administrative details:** Medicare details, private health insurance details, compensation scheme details, Department of Veterans Affairs (DVA) details and payment details.
- **Other information:** information provided via website, email, phone, SMS, social media, written or in person.

3. How Personal Information is Collected

We collect personal information in several ways, including:

- Directly from consultations, phone calls, emails, social media, SMS, or online bookings.
- Through the website booking system, forms or questionnaires (online or physical copies)
- From other healthcare providers including allied health professionals, diagnostic services (e.g., diagnostic imaging, pathology), general practitioners and specialist doctors.
- From guardians, medical proxies or other nominated responsible persons, if applicable.
- From Medicare, DVA, private health insurers, compensation scheme providers or other relevant agencies.

4. Purpose of Collection, Use, and Disclosure of Personal Information

The collection, use, and disclosure of personal information is used to:

- Provide safe, effective, and personalised healthcare services.
- Manage health records and treatment plans.

- Communicate with persons about their care.
- Business activities including to process payments, claims, and rebates.
- Conduct practice audits, accreditation, and staff training.
- Comply with legal and regulatory obligations.
- Respond to enquiries, feedback, or complaints.

5. When Personal Information May Be Shared

Personal information may be shared with third parties including:

- Other healthcare providers (with consent).
- Medicare, DVA, private health insurers, and other funding bodies.
- IT service providers, practice management software providers (including the service provider 'Cliniko'), and administrative contractors (bound by confidentiality agreements).
- Accreditation agencies and regulatory authorities.
- Government agencies when required by law (e.g., mandatory reporting, court orders).
- Compensation scheme providers including workers compensation or motor accident schemes

6. Storage and Security Personal Information

Personal information may be stored in paper and/or electronic form. We take reasonable steps to protect it from loss, misuse, unauthorised access, modification, or disclosure, including:

- Secure physical storage for paper records.
- Password-protected electronic systems.
- Access restricted to authorised personnel only.

7. Accessing and Correcting Personal Information

Persons have the right to request access to their own personal information subject to any exceptions allowed by law.

Requests for corrections can be made if it is inaccurate, incomplete, or out of date. It is the responsibility of the person to ensure that the information collected is accurate and up to date.

The company may contact persons to update their details from time to time.

Requests for access to personal information including medical records need to be made in writing. An administrative fee may be charged for this service and response to the request will occur within a reasonable timeframe after the request is received.

Access or copies can be provided for part of all of the record. The company may ask questions to the nature of the request in order to clarify the scope of the request.