

AMC Exercise Physiology

Privacy Policy

Effective Date	January 2022
Business Name	AMC Exercise Physiology
ABN	45 093 353 413
Contact	02 4934 5577
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AMC Exercise Physiology is committed to protecting the privacy, confidentiality, and security of your personal and health information. This Privacy Policy explains how we collect, use, store, disclose, and manage your personal and health information in accordance with the Australian Privacy Act 1988 (Cth), the Australian Privacy Principles, the NSW Health Records and Information Privacy Act 2002 (HRIP Act), and applicable professional and healthcare record-keeping obligations.

1. Information We Collect

Personal Information

- Full name
- Date of birth
- Address
- Telephone number
- Email address
- Emergency contact details
- Medicare details
- Private health insurance information
- DVA, NDIS, Workers Compensation or compensable claim details

Health Information

As a healthcare provider, we collect sensitive health information including:

- Medical history
- Current and past health conditions
- Medications
- Diagnostic imaging reports
- Specialist and GP correspondence
- Assessment findings
- Exercise prescriptions and treatment plans
- Progress notes
- Functional capacity assessments
- Outcome measures and test results

Health information is sensitive information under Australian privacy law and receives additional protections.

2. Why We Collect Your Information

We collect personal and health information to:

- Provide exercise physiology assessment and treatment services

- Develop and monitor treatment plans
- Communicate with your healthcare team
- Process payments and Medicare or third-party claims
- Manage appointments and reminders
- Meet legal, professional, and regulatory obligations
- Improve the quality and safety of our services

We only collect information that is reasonably necessary to provide healthcare services.

3. How We Collect Information

Information may be collected:

- Directly from you
- Through intake forms and questionnaires
- During consultations
- From your GP, specialist, allied health provider or hospital
- From insurers, employers, NDIS providers, case managers, or compensable schemes where authorised
- Through referrals received on your behalf

Where practical, we will collect information directly from you.

4. Consent

By engaging AMC Exercise Physiology services, you consent to the collection, use, and disclosure of your information for the purposes outlined in this policy.

Additional consent may be sought where:

- Information is to be used for purposes beyond your treatment
- Information is shared with parties not directly involved in your care
- Photographs, videos, or recordings are taken
- Research or educational activities are involved

You may withdraw consent at any time, subject to legal and clinical limitations.

5. Disclosure of Information

Your information will remain confidential and will only be disclosed when appropriate for your care, administration, legal compliance, or where you have provided consent.

For Healthcare Purposes

- Your General Practitioner
- Specialists
- Allied Health Professionals
- Hospitals or healthcare facilities
- Referring practitioners

For Administrative Purposes

- Medicare Australia
- Private Health Insurers
- DVA
- NDIS
- Workers Compensation Insurers
- CTP Insurers

When Required by Law

- Court order
- Subpoena

- Mandatory reporting obligations
- Public health requirements
- Other legal requirements

AMC Exercise Physiology will not sell, rent, or trade your personal information to third parties.

6. Electronic Records and Security

AMC Exercise Physiology takes reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure.

Security measures may include:

- Secure practice management software
- Password-protected systems
- Multi-factor authentication
- Encrypted cloud storage
- Secure backup systems
- Restricted staff access
- Confidentiality agreements for staff and contractors
- Secure destruction of records when legally permissible

7. Telehealth and Electronic Communications

Where telehealth services are provided:

- Secure platforms will be used where possible.
- Email and SMS communications may be used for appointment reminders and administrative purposes.
- While reasonable precautions are taken, electronic communications cannot be guaranteed as completely secure.

Patients may opt out of electronic communications by notifying the clinic.

8. Access to Your Health Information

You have the right to request access to your personal and health information. Requests should be made in writing to:

Privacy Officer
AMC Exercise Physiology
amcexercisephysiology@outlook.com

We will respond within a reasonable timeframe and may require identity verification before releasing information. Access may be refused in limited circumstances permitted by law. A reasonable administrative fee may apply for copying or transferring records.

9. Correction of Information

If you believe your personal or health information is inaccurate, incomplete, out of date, or misleading, you may request correction. AMC Exercise Physiology will take reasonable steps to update records where appropriate.

10. Retention of Records

AMC Exercise Physiology maintains records in accordance with professional, legal, and regulatory requirements. Health records are retained for the minimum periods required by law and professional standards. Following this period, records will be securely destroyed or permanently de-identified where permitted.

11. Website and Online Services

Our website may collect limited information including browser type, device information, website usage statistics, cookies and analytics data. This information assists us in improving our website and services and does not typically identify individuals.

12. Data Breaches

AMC Exercise Physiology maintains procedures to respond to privacy incidents and data breaches. Where required under Australian law, affected individuals and relevant authorities will be notified if a data breach is likely to result in serious harm.

13. Complaints

If you have concerns regarding your privacy or the handling of your information, please contact:

Privacy Officer
 AMC Exercise Physiology
 Email: amcexercisephysiology@outlook.com
 Phone: 02 4934 5577

We will investigate your complaint and respond within a reasonable timeframe. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) or the Information and Privacy Commission NSW.


14. Changes to This Policy

AMC Exercise Physiology may update this Privacy Policy from time to time to reflect changes in legislation, professional standards, or clinic practices. The most current version will be available upon request and on our website.

Key Legal References

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- NSW Health Records and Information Privacy Act 2002 (HRIP Act)
- Office of the Australian Information Commissioner health privacy guidance
- Information and Privacy Commission NSW health privacy guidance

Document Control

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Signature	
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