

Willetton Podiatry ("we", "our", "us") safeguards the privacy of your personal and health information in accordance with the Privacy Act 1988 (Cth) and its cornerstone, the Australian Privacy Principles (APPs). This Privacy Policy outlines how we manage your information.

Definitions

- *Personal information* means information or opinions about a person from which that person is reasonably identifiable. Personal information may include sensitive information such as information about a person's health.
- *Health information* is a subset of personal information or opinions about a person's health. It includes information collected in connection with the delivery of health services.

What Personal Information We Collect

We collect information necessary for providing quality podiatry care, including:

- Personal details: full name, date of birth, address, email, phone number, Medicare/private health insurance details.
- Health information: medical history, diagnoses, referrals, treatment plans, prescriptions, pathology/imaging results, and progress notes.
- Billing and administrative data: appointment history, billing information, payment method, and claim details.

How We Collect Your Information

We collect personal information:

- Directly from you (eg: forms, consultations, phone, email, online bookings).
- From other health professionals with your consent (eg: GPs, specialists).
- Through our website and third-party systems (with consent).

Why We Collect and Use Your Information

Your information is accessed by relevant practice staff members to:

- Deliver effective podiatry services.
- Maintain accurate health records.
- Communicate with other health professionals as required.
- Manage billing and health insurance claims.
- Comply with legal obligations (eg: public health reporting).
- Improve services, including client feedback and audits.
- Communicate with you for purposes including, but not limited to, appointment reminders, responding to queries, provision of accounts and marketing.

Storage and Security of Information

Your information may be stored at our clinic in the form of paper and/or digital records.

Cliniko, our practice software, is a privacy-compliant, cloud-based system hosted in Australia. They employ strong encryption, regular backups, and access control to protect your information. They do not review, share, distribute, or reference any customer data.

We also maintain safeguards, including password protection and staff confidentiality protocols.

Disclosure of Personal Information

Your personal information will only be disclosed in accordance with the Privacy Act:

- for the purposes and uses it was collected, as advised, and for related purposes you would reasonably expect,
- where we have consent from you to disclose the information,
- as required by law, or
- under other circumstances where permitted under the Act.

Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

Website Data & Communications

If you use our website or online contact forms:

- We may collect limited data (eg: your name, contact details, IP address).
- We may use cookies or analytics tools to monitor website performance.

We do not sell or share your data for advertising purposes.

Access and Correction of Your Information

Our practice will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete and up to date. We will ask you at different times to verify your information held by our practice is correct and up to date.

If you wish to access your personal information so please do so in writing to the attention of the Practice Manager at willettonpodiatry@gmail.com. Willetton Podiatry may deny access to information in accordance with the exemptions contained in the Act.

How to Make a Privacy Complaint

If you have a concern or complaint regarding your privacy, please contact us first. We aim to resolve issues promptly and respectfully.

If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC):

Website: www.oaic.gov.au

Phone: 1300 363 992

Changes to This Policy

This Privacy Policy may be reviewed and updated periodically. The current version will be available at the clinic and on our website.

Contact Us

Willetton Podiatry

58 Burrendah Boulevard, Willetton WA 6155

Phone: (08) 9310 5358

Email: willettonpodiatry@gmail.com

Website: www.willettonpodiatry.com.au