



Privacy Policy Summary – The Podiatry & Biomechanics Co.

Effective: July 2025 and applies to: Patients, clients, staff, contractors, and others engaging with our services

Our Commitment to Your Privacy

The Podiatry & Biomechanics Co. is committed to protecting the privacy and confidentiality of personal information. We handle your data in compliance with the [Privacy Act 1988, Australian Privacy Principles \(APPs\)](#), and the [Health Records and Information Privacy Act 2002 \(NSW\)](#).

We aim to manage personal information transparently, securely, and respectfully.

1. Why We Collect Your Information

We collect personal and health-related information to:

- Deliver quality services.
- Maintain accurate medical and case records.
- Communicate with authorised third parties regarding your care.
- Refer you to other relevant services (e.g., radiology, specialists).
- Offer information about services that may benefit you further

We only use or disclose your data for the purposes you've consented to.

2. Direct Marketing

Your information will only be used for marketing purposes if:

- You have given **explicit consent**

You can **opt out** of marketing communications at any time via unsubscribe links or by contacting us directly.

3. Choosing Not to Share Information

You may choose not to provide personal information. However, this may prevent us from delivering appropriate care. Supplying false information is not permitted.

4. What Information We Collect

We may collect the following (not limited to):

- Name, contact details, address, date of birth, email address
- Secondary contact (name, number, relationship)
- Employment and insurance information
- Payment and billing details
- Health records, clinical notes, and medical imaging
- GP details
- Multimedia (photos, videos, audio) for clinical use

When collecting **sensitive information**, such as medical history, we will request specific, informed consent.

5. Consent for Use

Consent is typically **written**, but may also be **verbal** (and documented). We will always explain:

- What information is collected
- Who it's for and how it's used
- Potential consequences of withholding it

Consent is **context-specific** and **separate** from your medical treatment consent. In certain circumstances (e.g., legal requirements, emergencies), consent may not be required.

6. How We Collect Your Information

We collect data:

- Directly from you through consultations, forms or calls
 - From third parties such as employers, insurers, or other healthcare professionals
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7. Remaining Anonymous and Pseudonyms

You may request services anonymously or under a pseudonym. However, this may limit the range and accuracy of services we can provide. Contact us to discuss your options.

8. Information Storage and Security

We protect your personal information via:

- Secure electronic systems and locked physical records
 - Controlled access based on roles
 - Staff confidentiality agreements
 - Our Practice Management Software (Cliniko) meets or exceeds all regulations of the Australian Privacy Principles, GDPR, PIPEDA, and HIPAA.
 - Cliniko use a 2048-bit SSL certification for encryption in transit. All data is also encrypted at rest and backed up daily, using the industry-standard AES-256 encryption algorithm.
 - Heidi AI Software's data travels through an encrypted tunnel (no unwanted guests allowed) and is tested regularly. From storage to transit, every byte is shielded using strong, industry-standard encryption protocols
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9. Who We Share Information With

We may share your personal information with:

- Subcontractors (other Podiatrists within the clinic that may see you also)
- Insurers and their agents
- Health providers (e.g., GPs, radiologists, allied health professionals)
- Regulatory or legal bodies (where required)

Disclosure only occurs with your informed consent, except in legally mandated scenarios.

10. Overseas Disclosure

The Podiatry & Biomechanics Co. does **not disclose** personal information to overseas entities. We operate solely within Australia.

11. Updating Your Information

We aim to keep your information accurate. You can request updates at any time.

12. How Long We Keep Your Records

Records are retained in accordance with legal and clinical obligations. When no longer needed, records are securely destroyed or de-identified.

13. Accessing Your Personal Information

You can request access to your records by writing to us. Requests must be:

- In writing
- Verified (to confirm your identity)
- Acknowledged within 30 days

Access may be granted via:

- Consultation
- Inspection
- Copies of documents (\$40 fee applies)

Access **may be denied** in situations such as:

- Legal claims or proceedings
 - Potential harm to the individual or others
 - Use of intermediaries
 - Legislative restrictions (e.g., workers compensation laws)
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14. Raising Privacy Concerns

To raise a concern or file a privacy complaint, contact us:

- **Phone:** (02) 4229 3622
- **Email:** jbtao@thepodbc.com.au
- **Post:** PO Box 223, Shellharbour City Centre NSW 2529

If needed, you may also contact the **Office of the Australian Information Commissioner (OAIC):**

- **Phone:** 1300 363 992
 - **Email:** enquiries@oaic.gov.au
 - **Website:** www.oaic.gov.au
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15. Website Privacy

- **Cookies:** Used to enhance browsing experience. You may disable them, but some website features may not function properly.
 - **Third-party links:** We are not responsible for privacy practices of external sites.
 - **Analytics:** Used to gather non-identifiable data on website traffic and behaviour.
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16. Policy Updates

This policy is reviewed regularly and available on our website and applies to all associated staff and contractors of The Podiatry & Biomechanics Co.