

## Privacy Policy

*Bodysmart Health Solutions (Bodysmart) is committed to protecting the privacy and confidentiality of our clients' personal information by fully meeting its responsibilities under the Privacy Act 1988 (including the new National Privacy Principles). In the interests of providing quality health care Bodysmart has developed its own privacy policy that communicates this commitment.*

### Collection of Information

- Bodysmart will collect information, which is necessary in the delivery of quality health care.
- Information is collected directly from the individual.
- Bodysmart will collect information in a way that is lawful, fair and without undue intrusion.
- At the time that information is collected, Bodysmart will disclose to the individual the intended use of that information. Bodysmart will ensure that personal information is collected only for the purposes discussed. Bodysmart will advise the individual if any other organisations will have access to their information and for what purpose.
- All Information collected is non compulsory, meaning that the individual has the right to refuse. If the individual chooses to provide Bodysmart with the information, then it will be used only as intended.

### Use and Disclosure

- Bodysmart will collect information regarding the health of an individual, for the purpose of providing health services and general health advice.
- Bodysmart will use personal information only for the purpose for which it was collected.
- Information collected will be used by Bodysmart practitioners directly involved in providing health care advice or services to the individual.
- In the event that personal information will be used for a purpose other than what was originally discussed, Bodysmart will ask for consent from the individual.
- Bodysmart will not use or disclose personal information about an individual for any other purpose, unless:
  - the individual would reasonably expect Bodysmart to use or disclose the information or
  - the individual has consented to the use or disclosure or
  - the use or disclosure is required or authorised by or under law.
- In some circumstances Bodysmart may be required by law to release information to prevent a serious and imminent threat to an individual's life, health, safety or welfare. In this event consent will not be required.
- In circumstances where an individual's personal health information is directly communicated with parties other than staff working with Bodysmart, such as an employer or doctor, then consent will be requested from the individual.

### Data Quality, Security and Openness

- Bodysmart will take reasonable steps to ensure that personal information is accurate, complete and up to date (when relevant).
- Bodysmart utilises a range of processes to ensure that information is protected against unauthorised access and disclosure.
- Bodysmart will review its collection and storage practices on a regular and ongoing basis, to ascertain how improvements to accuracy can be achieved.

- Bodysmart will take all reasonable steps to ensure that paper and electronic records, containing personal information are stored in facilities that are only accessible by people within Bodysmart, who have a genuine "need and right to know".
- Bodysmart will employ secure data storage tools, perform regular backups and prevent unauthorised access through the use of password protection.
- Bodysmart will take steps to destroy or de-identify personal information after it is no longer required.
- Clients should notify Bodysmart when an individual leaves their employment, to enable Bodysmart to remove and destroy the individual's personal information.

### Correction and Access

- An individual should inform Bodysmart immediately if any of their personal data is incorrect and Bodysmart will correct its records as soon as practically possible, in accordance with the Privacy Act 1988.
  - Bodysmart will allow its records containing personal information to be accessed by the individual concerned, in accordance with the Privacy Act 1988.
  - Bodysmart websites will contain a privacy statement that may be accessed by clients / individuals.
- \* **Personal information** means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.