

Patient Rights

Patients have the right to know the qualifications of their treating physiotherapist and to see the physiotherapist of their choice. Patients also have the right to refuse intervention or seek further information. Patients are encouraged to provide feedback or make a complaint.

Questions about Privacy?

Any questions or concerns about the collection and use of your private information can be directed to our practice. Contact us using the details below, or enquire in person at the front desk.

Phone: (07) 4162 5940

Fax: (07) 4162 1077

E-mail:

physio@kingaroyalliedhealth.com.au

Opening Hours

Monday — Thursday 8:30am - 5:30pm

(Closed for lunch 1:00pm - 2:00 pm)

Friday 8:30 am - 1:00 pm

Closed Weekends and Public Holidays

Sandra Langton Physiotherapy

218 Haly Street
Kingaroy, QLD, 4610

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E-mail:

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Sandra Langton Physiotherapy**



Sandra Langton Physiotherapy

Respecting Your Privacy

Patient Rights



sandra langton
PHYSIOTHERAPY



Overview of Privacy Policy

This practice is committed to complying with the *Privacy Act 2001* and the *Australian Privacy Principles 2014* and the privacy provisions of all applicable legislation.

This privacy policy covers all personal information we hold. This includes information we have collected from people through our office, over the phone and over the internet.



Collecting Information

When we collect information from an individual, we ensure that we do so in a fair manner. If we collect your information, we will let you know where and how to contact us, and we will advise you of the purpose for which your personal information is being collected.

We only collect information that is necessary for one or more of our functions or activities.

Personal information is treated with the utmost security and confidentiality.

As a patient, you always have the right to choose not to provide requested information. However, withholding certain information may limit our ability to provide relevant offers or services to individuals.

Disclosing Information

We will only disclose personal information in accordance with the *Privacy Act*.

This means that personal information may be disclosed:

- ◆ For the purposes for which we have advised that we are collecting it.
- ◆ Where we have the consent of the individual to do so
- ◆ As required by law
- ◆ Under other circumstances where permitted under the act

In the course of our activities, we may need to disclose some of your personal information to relevant staff.

Security

We aim to protect the personal information collected by our practice. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

Access to Personal Information

Patients will be able to access their personal information upon request. However, our practice may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

Data Quality

We take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from the individuals concerned or other reputable sources.

