

Foot Health Clinic

Privacy Policy and Personal and Health Information Collection Statement

Foot Health Clinic Privacy Policy

Overview

Foot Health Clinic is committed to complying with the **Privacy Act 1988** and the **Australian Privacy Principles 2014** and the privacy provisions of all applicable legislation.

This privacy policy covers all personal information that we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected from people through our office, over the phone and over the internet.

Collecting information

When we collect personal information from an individual, we will ensure that we do so in a fair manner and that we let the individual know where and how to contact our organisation. We will only collect information that is necessary for one or more of our functions or activities.

We will advise individuals of the purpose for which their personal information is collected.

If we collect sensitive information (as defined under the act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

Where an individual chooses not to provide requested information, we will advise that individual of what consequences this non-disclosure may have. For example, withholding certain information may limit our ability to provide relevant services to individuals.

Disclosing information

We will only disclose 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, and for related purposes that the individual would reasonably expect,
- Where we have consent of the individual to do so,
- As required by law, or
- Under other circumstances where permitted under the Act.

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

Technology and service providers

We use secure software tools, including AI-assisted administrative tools, to support practice administration such as appointment and recall management. These tools access our practice records on a read-only basis and are configured to minimise the personal information they process. Limited personal information may be processed by service providers located overseas (including in the United States); we take reasonable steps to ensure such providers handle personal information consistently with the Australian Privacy Principles, and we do not permit patient information to be used to train AI models.

Unauthorised disclosure or access

As Foot Health Clinic is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

Opt-out

We will always provide individuals with a way of contacting us to register to “opt-out” from appointment reminders, recalls or clinic updates.

Access to personal information

Individuals will be able to access their personal information upon request. However, Foot Health Clinic may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

Security

Our goal is to protect the personal information collected by Foot Health Clinic. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

Data quality

We will 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 individuals or other reputable sources.

Privacy Inquiries

Privacy related inquiries or concerns can be directed to Foot Health Clinic.

Availability and review of Policy

We will make our policy available on request and will provide a link to this policy from our website.

This policy will be reviewed from time to time and any amendments will be incorporated into the updated policy.

Updated: 14.07.2026

Personal and Health Information Collection Statement

Foot Health Clinic is an independent practice under the ownership of Oliver Fawcett and Kim Edwards.

You may contact Foot Health Clinic by emailing info@foothealthclinic.com.au or by calling Oliver Fawcett on **07 3289 6050**. You have the right to gain access to the information held by Foot Health Clinic about you.

Our Privacy Policy (available on request) contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

Foot Health Clinic needs to collect information about you for the primary purpose of providing you with quality treatment. In order to fully assess, diagnose and treat you, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through an insurer or compensation agency. Information will be used within the practice for handover if another practitioner provides you with assistance.

Foot Health Clinic may disclose information regarding diagnosis or treatment to your Doctor or other members of your care team only with your consent or where required to do so. In the case of insurance or compensation claims, it may be necessary to disclose information and / or collect information that affects your treatment and return to work. Foot Health Clinic will not disclose your information to commercial

companies, however specific service or product information as deemed suitable for your management, may be forwarded to you by us, unless you instruct Foot Health Clinic not to forward this type of information. Your written consent will be obtained in order to carry out the above activities. We generally do not disclose your personal information to overseas recipients. Limited personal information may be processed by secure overseas service providers (including in the United States) that support our practice administration; we take reasonable steps to ensure these providers handle your information consistently with the Australian Privacy Principles.

Information at Foot Health Clinic is stored securely and only practice staff have access to it. Foot Health Clinic takes all reasonable steps to ensure that information collected about you is accurate, complete and up-to-date. You may have access to your information on request and if you believe that any of the information is inaccurate we may be able to amend it accordingly. If you do not provide relevant personal or health information, in part or in full, to Foot Health Clinic it may result in incomplete assessment. This may impact on the diagnosis and the following therapy that is provided. Any concerns that you may have about this statement or about your management can be directed to **Foot Health Clinic Ph. 07 3289 6050 or email: [info\[at\]foothealthclinic.com.au](mailto:info@foothealthclinic.com.au)**.

Consent for collection of personal information at Foot Health Clinic

Foot Health Clinic needs to collect information about you for the primary purpose of providing a quality service to you. In order to thoroughly assess, diagnose and provide therapy, we need to collect some personal information. If you do not provide this information, we may be unable to treat you. This information will also be used for:

- a. The administrative purpose of running the practice;
- b. Billing either directly or through an insurer or compensation agency;
- c. Use within the practice if discussing or passing your case to another practitioner within the practice for your ongoing management;
- d. Disclosure of information to your doctors, other health professionals or to teachers to facilitate communication and best possible care for you; and
- e. In the case of insurance or compensation claim it may be necessary to disclose and / or collect information that concerns your return to work to an insurer or your employer.

We generally do not disclose your personal information to overseas recipients. Limited personal information may be processed by secure overseas service providers (including in the United States) that support our practice administration; we take reasonable steps to ensure these providers handle your information consistently with the Australian Privacy Principles.

Foot Health Clinic has a Privacy policy that is available on request and is available in the treatment room. That policy provides guidelines on the collection, use, disclosure and security of your information. The Privacy Policy contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we deal with such a complaint.

To ensure the process of quality treatment provision, information about your assessment results and progress may be given to relevant other service providers, who are involved in your management. These may include your doctor, teachers, specialists, insurers, solicitors or employers.

If you have been referred under a **Medicare Enhanced Primary Care Plan / Chronic Disease Management Plan or DVA**, Foot Health Clinic is obliged to send a report back to the referring GP outlining the findings, outcomes, treatment plan and progress from these appointments. If you do not agree to this, the Medicare rebate / DVA rebate is not claimable and a fee will apply.