



Our Privacy Policy

Optimal Life Health Centres in Noosa is committed to providing quality healthcare services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

In this Privacy Policy we have adopted the National Privacy Principles (NPPs) contained in the Commonwealth Privacy Act 1988 (the Privacy Act). A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au. The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. This policy also contains information on how you may request access to, and/or 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.

We recognise and support your right to privacy in relation to this information and will at all times handle personal data with care and in strict confidence as per our professional and legal requirements. Our centre staff will demonstrate integrity and understanding by protecting and keeping secure your personal information.

We invite you to read this Privacy Policy and to contact our privacy officer if you would like to discuss this matter further.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, and phone numbers. If you do not provide this information, we may be unable to provide you with appropriate care.

This Personal Information is obtained in many ways such as face-to-face consultations (visits), correspondence, by telephone, email, social media, or via our website www.optimallife.net.au and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our health-care services to you (necessary for the thorough assessment, analysis of your presenting situation and the ongoing provision of high-quality professional care), and for the marketing or provision of 'healthy life' information to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose (such as administrative or billing purposes), in circumstances where you would reasonably expect such use or disclosure.

To provide quality care and best practice, information about your assessment results and progress may be used by, or disclosed to other relevant service providers and staff, who are involved in your care. These may include your doctors, specialists, other health professionals, insurers, solicitors or employers. We may use your information for co-management with other internal health professionals.

We may use your information for staff training to ensure sensitivity and awareness of your health status and outcomes relating to your care. With insurance or compensation claims it may be necessary to collect and/or disclose information that concerns your return to work to an insurer or your employer.

At times, we may collect de-identified data for secondary purposes such as case-study publication or other research as part of a practice-based research network. You will always be asked, and your explicit permission sought, if your data is required for such purposes. There is no expectation or obligation for you to agree.

You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing. When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties such as your other doctors or health professionals. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- To third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Beyond these circumstances we do not disclose or on-sell your personal information to other parties (either local or overseas).

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years (or 7 years after you turn 18 in the case of a minor).

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Optimal Life Health Centres in Noosa will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we will require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date.

If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

**Level 1, Swanston House - Suite 5, 26 Sunshine Beach Road, Noosa Heads Queensland (Australia)
4567**

or, via email: admin@optimallife.net.au or via phone: **+61 07 5474 9947**

(Policy last updated 28 June 2017)