

Privacy Policy

This Privacy Policy covers the treatment of personal information, or personally identifiable information (both Personal Information) and sensitive information by Northern Prosthetics Pty Ltd. The policy explains how we collect, use, disclose and manage Personal Information.

Northern Prosthetics Pty Ltd is committed to complying with the Privacy Act 1988, as well as other relevant State and Territory legislation regarding the management of personal information. We collect personal information to enable us to manage and provide prosthetic and orthotic services, to communicate with clients, to report on clients' status, to collate general data and to perform other activities related to the activities and functions of Northern Prosthetics Pty Ltd.

If you do not provide your personal information to Northern Prosthetics, we may be unable to offer you or to maintain you or you may be unable to participate in or have access to our services.

What type of personal information we collect

The types of personal information we may collect about individuals includes their name, address, date of birth, telephone number, financial details, e-mail address, images and details relating to health conditions. The types of information we collect about clients includes their name and contact information, date of birth, qualifications, medical history, Medicare, pension and /or NDIS details, workplace and areas of practice. Some information we collect may be sensitive information. (For example, if you make a complaint about a staff member_ . We will only collect sensitive information with your consent, or as otherwise permitted by law.

How we collect your personal information

We will generally collect your personal information from you directly. We collect personal information from you in various ways, including when speaking to you on the phone, via forms you fill out or email correspondence, during a consultation and from letters or reports from external sources. If we collect any personal information about you from another party, where practicable, we will take reasonable steps to inform you why we have collected the information and how we will use it.

Use and Disclosure of your personal information

Any personal information we collect from you may be used or disclosed in relation to the objectives of Northern Prosthetics Pty Ltd and to promote the Orthotic/Prosthetic profession, including the following purposes:

- To provide prosthetic and/or orthotic treatment
- To create and maintain accurate client records
- To report on client status
- To provide referrals for clients to attend other health services
- To conduct mail outs for information and servicing purposes
- To communicate and cooperate with other health professionals and organisations
- To collate data about the profession
- To investigate and manage complaints from clients
- To plan, manage, review and audit our activities and processes
- To perform any of our other functions and activities
- As required by Law

Northern Prosthetics may disclose personal information to our staff, government agencies, Prosthetic and Orthotic university students, regulatory bodies, other professional associations, health insurance and funding agencies, universities or other bodies undertaking relevant research and third parties providing services to Northern Prosthetics.

Northern Prosthetics does not ordinarily disclose personal information to individuals outside Australia. If we transfer personal information to an overseas person or organisations, we will comply with the requirements of the Privacy Act 1988 that relate to overseas disclosures.

Personal Information

Northern Prosthetics Pty Ltd works hard to protect personal information at all times and in several ways. Northern Prosthetics' database information is protected by password access. Our emails are not encrypted, and authors of email content should be aware not to include personal, sensitive or commercial in confidence material.

We will not use an individual's personal information for direct marketing purposes unless we obtain consent and are permitted to do so under the Privacy Act 1988.

Northern Prosthetics Pty Ltd assigns unique client numbers to all clients to enable Northern Prosthetics to carry out its functions efficiently. We do not use any government related identifiers as our own identifiers of an individual. Northern Prosthetics takes reasonable steps to ensure the personal information it collects, uses or discloses is accurate, complete and up to date. We also request clients confirm or update their information on an annual basis when they attend our clinics.

Northern Prosthetics Pty Ltd takes reasonable steps to protect personal information it holds. We view misuse, unauthorised access to, modification of or disclosure of personal information by our employees or contractors as a serious breach of this policy. Appropriate action (which may include disciplinary or legal) will be taken in such cases.

Your right to access

You have the right to request and gain access to the personal information we hold about you. You may request this information in any format, including the option to sit with a staff member and go through the information. Northern Prosthetics Pty Ltd will take all reasonable steps to correct information where an individual is able to show that the information in question is not accurate, complete or up to date. In some circumstances, we may not permit an individual access to some or all of their personal information or we may not agree to adjust their personal information. In these cases, we will provide reasons for our decision.

Use of our website, social media platforms and email communication

Clients may elect to not permit release of their contact details for the purpose of public referrals, private practice listings or online searches. We will only collect personal information through our website, email or social media platforms if you voluntarily provide it.

We may collect non-identifying information in relation to your use of our website, including the type of browser you use, the files you request, and the domain name and country from which you request information, to monitor and improve our web site and services. Our website may use cookies to assist in making your browsing experience better and to allow us to improve our website. We may record your email address if you transmit it to us electronically in an email message, social media message or through a web page form. Our website may contain links to other websites. Our Privacy Policy has no application to any other website and Northern Prosthetics Pty Ltd is not responsible for the practices or the content of any other website.

Complaints or feedback

If you have feedback or a complaint about the manner in which the Northern Prosthetics Pty Ltd has handled your personal information, please contact us via the details listed below. We will endeavour to resolve your complaint promptly following our Complaints Policy. You may also direct the complaint to the Office of the Australian Information Commissioner.

Contacting Us

If you have any questions about our Privacy Policy, wish to make a complaint, update your personal information or would like to request access to your personal information, please contact us by:

- writing to Northern Prosthetics Pty Ltd, 203A Southern Cross Drive, Ballina NSW 2478
- calling 02 6687 0777, or emailing: admin@northernprosthetics.com.au