

# Privacy Policy

**Effective Date: July 2024**

## 1. Introduction

Welcome to [Company Name] ("we", "our", "us"). We are committed to safeguarding the privacy of our clients ("you", "your"). This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

## 2. Information Collection

### 2.1 Types of Data Collected

We may collect and process the following types of personal information:

- **Personal Identification Information:** Name, date of birth, contact details (phone number, email address, postal address).
- **Health Information:** Medical history, treatment plans, session notes, physiotherapy assessments, and other relevant health data.
- **Technical Data:** IP address, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our services.
- **Usage Data:** Information about how you use our website, products, and services.

### 2.2 Methods of Collection

We collect information directly from you when:

- You register on our website.
- You complete forms on our website.
- You communicate with us via phone, email, or other electronic means.
- You participate in telehealth sessions.

## 3. Use of Information

We use your personal information for the following purposes:

- **Provision of Services:** To deliver and manage our physiotherapy telehealth services.
- **Communication:** To communicate with you regarding your treatment, appointments, and account.
- **Improvement of Services:** To improve our services, including the development of new services and features.
- **Compliance and Legal Obligations:** To comply with legal obligations, including record-keeping requirements and reporting to relevant authorities as required by law.

#### 4. Sharing of Information

We do not share your personal information with third parties except in the following circumstances:

- **Service Providers:** We may share your information with third-party service providers who assist us in delivering our services, such as IT support, cloud storage providers, and payment processors.
- **Legal Requirements:** We may disclose your information to law enforcement, regulatory, or government agencies as required by law or to protect our rights and the rights of others.
- **Professional Collaboration:** With your consent, we may share your health information with other healthcare professionals involved in your care.

#### 5. Data Security

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, alteration, disclosure, or destruction. These measures include:

- **Encryption:** Data transmitted over the internet is encrypted using industry-standard SSL/TLS protocols.
- **Access Controls:** Access to your personal information is restricted to authorised personnel only.
- **Regular Audits:** We conduct regular audits of our data processing activities to ensure ongoing compliance with our privacy policies and legal obligations.

#### 6. User Rights

You have the following rights regarding your personal information:

- **Access:** You may request access to the personal information we hold about you.
- **Correction:** You may request corrections to any inaccurate or incomplete information.
- **Deletion:** You may request the deletion of your personal information, subject to certain legal exceptions.
- **Objection:** You may object to the processing of your personal information under certain circumstances.
- **Data Portability:** You may request a copy of your personal information in a structured, commonly used, and machine-readable format.

To exercise these rights, please contact us using the contact information provided below.

## **7. Cookies and Tracking Technologies**

We use cookies and similar tracking technologies to enhance your experience on our website. Cookies are small data files stored on your device that help us understand how you interact with our website. You can control the use of cookies through your browser settings.

## **8. Changes to the Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated policy on our website and indicating the effective date.

## **9. Contact Information**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

**Active Horizons Health Group**

**Email:** [activehorizonshg@gmail.com](mailto:activehorizonshg@gmail.com)