

PRIVACY POLICY

1. Our Commitment to Privacy

Motion Focus ("Motion Focus", "we", "us" or "our") respects your privacy and is committed to protecting the personal and health information entrusted to us.

We manage personal information in accordance with applicable privacy and health-record legislation, including the *Privacy Act 1988 (Cth)* and the *Health Records and Information Privacy Act 2002 (NSW)*, where applicable, and relevant professional requirements.

2. Collection of Personal Information

We may collect personal information such as your name, contact details, date of birth, medical history, health conditions, assessment findings, treatment records, referral information, payment details and other information relevant to providing our services.

Information may be collected when you contact us, complete registration forms, attend consultations, receive treatment, use our website or communicate with the clinic. We may also receive relevant information from other healthcare providers, insurers, rehabilitation providers or authorised third parties where appropriate and permitted by law.

We aim to collect information that is reasonably necessary for providing and managing our services.

3. Use of Personal Information

We may use your information to:

- Provide physiotherapy and exercise physiology services.
- Assess your condition and plan, deliver and review treatment.
- Maintain clinical records and coordinate your care.
- Communicate with you about appointments, treatment and related services.
- Prepare reports, referrals and treatment plans.
- Process payments, funding requests and insurance claims.
- Manage clinic operations and meet legal and professional obligations.

We will handle your information in accordance with applicable privacy requirements and use it for the purposes for which it was collected, or another purpose permitted by law.

4. Disclosure of Personal Information

Where appropriate and permitted by law, we may disclose relevant information to healthcare professionals involved in your care, hospitals, diagnostic providers, insurers, rehabilitation providers, funding organisations, professional advisers and service providers supporting our operations.

For WorkCover, CTP, NDIS, Support at Home or other funded services, relevant information may be provided to authorised parties involved in treatment, funding, claims management or care coordination.

We aim to limit disclosures to information reasonably necessary for the relevant purpose. Where consent or other authority is required, we will take appropriate steps to obtain or verify it. Information may also be disclosed where required or authorised by law.

5. Consent and Confidentiality

We respect the confidentiality of your personal and health information. Our practitioners, staff and contractors are expected to maintain confidentiality and access information only for authorised purposes.

We obtain appropriate consent for treatment and information handling where required. You may ask questions about how your information is used and may withdraw consent where legally and practically possible. However, this may affect our ability to provide certain services or communicate with relevant parties.

6. Storage and Security

Motion Focus takes reasonable steps to protect personal information against loss, misuse, unauthorised access, modification or disclosure.

Information may be stored in paper records, electronic clinical systems and other secure systems used to operate the clinic. Access is restricted to authorised persons with a legitimate need, and information is retained and securely disposed of in accordance with applicable legal and professional requirements.

7. Electronic Communication and Technology

We may communicate with you by telephone, SMS, email, online booking systems and other electronic services. Electronic communication carries inherent privacy and security risks, and we take reasonable steps to minimise these risks.

We may use software and emerging technologies, including artificial intelligence (AI) tools, to support appropriate clinical, administrative or business functions. Where AI or external technology is used with personal or health information, we will take reasonable

steps to protect confidentiality, minimise unnecessary disclosure and comply with applicable privacy and professional requirements.

AI-assisted content will be reviewed as appropriate, and AI will not replace the clinical judgement or professional responsibility of our practitioners.

8. Access and Correction

You may request access to personal or health information we hold about you and request correction of information that you believe is inaccurate, incomplete, misleading or out of date.

Requests should be directed to our Privacy Officer. We may need to verify your identity before processing a request. Access may be limited or refused in circumstances permitted or required by law.

9. Privacy Complaints

If you have a concern about how we have handled your personal or health information, please contact our Privacy Officer. We will review your concern and take reasonable steps to respond.

If you are not satisfied with our response, you may contact the relevant privacy regulator, such as the Office of the Australian Information Commissioner or the NSW Information and Privacy Commission, depending on the circumstances and applicable legislation.

10. Website and Third-Party Websites

When you visit our website, certain technical information may be collected to support website operation and improve user experience. Cookies or similar technologies may be used where enabled by our website services. You may be able to manage cookies through your browser settings.

Our website may contain links to third-party websites. We are not responsible for the privacy practices of external websites, and we encourage you to review their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, professional requirements, technology or our business practices. The current version will be made available on our website or upon request.

12. Contact Us

For privacy enquiries, access or correction requests, or complaints, please contact:

Practice: Motion Focus

Phone: 0493 371 246

Email: info@motionfocus.com.au

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