



PRIVACY POLICY

Indigo Chinese Medicine is committed to protecting the privacy of personal information of our clients. This Privacy Policy explains how we collect, protect and share personal information.

We are required to comply with the Australian Privacy Principles (APPs) under privacy law and take all reasonable and necessary steps to do so. For more information regarding Australian privacy law and the APPs, visit the Office of the Australian Information Commissioner - <http://www.oaic.gov.au/>.

We may review and change this policy from time to time. When we do, we'll update this version located on our website at www.indigochinesemedicine.com.

This policy relates to:

- "Indigo Chinese Medicine" refers to our practice and practitioners of Indigo Chinese Medicine (ABN 27 929 377 039)
- "Clients" is the term used to refer to our patients, customers, or persons enquiring for services
- "Personal Information" means information that can identify an individual
- "Consultation" refers to the service we provide
- "Privacy" meaning the Privacy Act 1988 for which the practice

Personal Information we collect

Indigo Chinese Medicine collects personal information from persons enquiring about treatment and related services and products either for themselves or a third party (usually family member or close friend), the public, persons purchasing services and products, suppliers, visitors to our website, online booking service, and social media.

We collect information that is necessary to be able to provide you with services, medical treatment and products and may require certain information in order to assess eligibility for such services. This includes written, verbal and photographic materials.

It may be necessary to collect information including sensitive information that includes but not limited to your name, gender, date of birth, country of birth, addresses, telephone numbers, email addresses, marital status, spouse, partner, family members, emergency contact, gender identification, race, ethnicity, religious, philosophical beliefs, sex life and sexual orientation, physical or mental health concerns, genetic, or other medical data such as blood tests, scans, and medications, fertility status and pregnancy/birth information.

We do not directly collect any information or personal data about that related to political views, trade union membership, criminal convictions or offences.

How we collect Personal Information

We directly collect personal information from the client or legal guardian through an enquiry, an online booking via our Client Management software, Cliniko, or get in touch with us by email or phone or if you engage with us through social media such as Instagram and Facebook. The main source of information collected via Intake form and face to face via the consultation process that is necessary to conduct thorough and responsible medical service, treatment and advice.

On some occasions we may indirectly collect Personal Information when a third party has purchased a Gift Certificate for a Friend or Relative, Sporting club, business or other community organisation for which Gift Certificates are provided or purchased.

Our accounting software, Xero, records name and billing information. This is encrypted secure software and access granted to authorised Indigo Chinese Medicine personnel providing accounting and bookkeeping service for Indigo Chinese Medicine.

How we store Personal Information

We take security and your Personal Information seriously and we choose the suppliers of our business software carefully.

All of the personal and health information we gather will be securely stored in encrypted electronic client management software, encrypted electronic accounting software. Any hard copy documentation retained is stored in locked and secured filing cabinets within alarmed premises.

All computers and electronic devices running Indigo Chinese Medicine software and email and social media accounts are password protected, and access granted only to approved support, administrative, accounting and locum staff. Treatment room electronic devices are locked when a practitioner or authorised personnel are not in attendance.

Support personnel (administrative and finance) have a separate level of access to information and do have access to client treatment notes.



In the event that there is a breach of your Personal Information that we have collected from you is at risk, you will be notified within 72 hours of discovering the breach. You will be informed of what information is at risk, steps that we have taken to ensure your safety, and what action we are taking or have taken to rectify the breach.

How information is disclosed

Except as described in this Privacy Policy, Indigo Chinese Medicine will not share, sell or rent Personal Information with anyone without your permission or unless ordered by a court of law.

From time to time we may have locum practitioners and working in the practice that we allow access to Personal Information, and may use it on our behalf strictly for the purposes for which they are engaged. We minimise the amount of Personal Information that is utilised by these, and other third parties, and ensure that your Personal Information is kept within the confines of Indigo Chinese Medicine policies and record keeping procedures.

Authorised accounting, bookkeeping and administrative personnel from time to time may have access to name, address, payment and billing details. These parties are also bound by Privacy Policy and laws and treat all Personal Information in accordance with Privacy Law.

While all efforts are made to keep conversations confidential, staff of Reproductive Medicine Albury - from who's premises we currently practice - may from time to time overhear sensitive information discussed within treatment rooms or further instructions provided at the reception counter. Agreements are in place to respect each businesses private and sensitive information of clients.

On occasion we may be required to provide information to your private health insurer, TAC, Workcover or SIRA to support a claim and payment.

How this information is used

Generally speaking, the Personal Information we collect is used by us to operate Indigo Chinese Medicine and it's related services, billing, identification, authentication, contact, and appropriate record keeping.

We use Personal Information to contact clients with confirmations and reminders of appointments via SMS and email.

We may, with consent, use email addresses to share news, tips, updates and special offers. People who receive these promotional emails can unsubscribe at any time.

We may, with consent, discuss Personal Information with third parties, usually other Medical professionals either current or future. This is limited to providing necessary information your continued healthcare.

Other ways we may use your Personal Information:

- To deliver customer service and assist you with enquiries you may have.
- Use our database to gather demographic information and analyse medical topics identifying medical trends and areas of special medical interest and ongoing professional development.
- Conduct further research and form case studies for further learning, CPE, or to seek the counsel of mentors and senior practitioners in problem solving of a medical case.

Access to the Personal Information about you

You can request access to the Personal Information collected via clinic@indigochinesemedicine.com. This enables you to receive a copy of the data and to check that we are lawfully processing it.

Most of the State and Territory Privacy Legislation require that medical records be kept for a minimum of 7 years from the date in which the Practitioner last provided services to the client. In the case of treatment provided to persons under the age of 18, the records must be kept until the person has reached the age of 25.

Our professional association, registration board and best practice dictates that records be securely maintained for at least 12 years, or until the person turns 25, whichever is the longer period.

Destruction of records requested by clients is permitted if record keeping legislation applies in the individual situation.

Corrections or changes to your Personal Information

You can ask for corrections and amendments to be made to your personal information if this has not been covered during your consult. For proper record keeping purposes we will not delete any historical medical or consultation information unless legislation allows.

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CHINESE MEDICINE

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