

MURRAY CHIROPRACTIC Pty Ltd

Privacy Policy

ABN 74679384466

Last updated: 8/09/2026— Version 1



Murray Chiropractic ('the Practice') is committed to protecting the privacy of the personal and health information we collect. This policy explains how we collect, hold, use and disclose your personal information, including your health information, in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

As a provider of health services, we are bound by the Privacy Act and the APPs. Queensland does not have a separate privacy law covering private sector health providers (the *Queensland Information Privacy Act 2009 applies only to Queensland Government agencies and Hospital and Health Services*), so the *federal Privacy Act and APPs are the primary law governing how we handle your information.*

1. What information we collect

Depending on the services you receive from us, we may collect:

- Identifying details — name, date of birth, sex/gender, address, phone number and email address
- Medicare, Department of Veterans' Affairs, private health insurance and other billing/concession details
- Emergency contact and next-of-kin details
- Health information — medical history, symptoms, test and imaging results, diagnoses, medications, allergies, treatment notes, referrals and correspondence with other providers
- Information from other treating practitioners, specialists, hospitals or pathology/diagnostic providers, where relevant to your care
- Appointment, attendance and billing/payment records
- Information you provide when contacting us by phone, email, online booking, or through our website

We collect sensitive information (which includes health information) only where it is reasonably necessary for our service to you and generally only with your consent.

2. How we collect information

Wherever practicable, we collect personal information directly from you — for example, during consultations, on new patient and review forms, over the phone, or through our website or online booking system.

We may also collect information from other sources where necessary for your care or where you have consented, including:

- Other treating doctors, specialists, allied health providers and hospitals
- Pathology and diagnostic imaging providers
- Your health fund, Medicare, Department of Veterans' Affairs, WorkCover, managed care providers and any other insurance provider.
- Your authorised representative, carer or next of kin, where you are unable to provide information yourself

3. Why we collect, hold, use and disclose your information

We collect, hold, use and disclose personal and health information to:

- Provide safe and appropriate healthcare and treatment to you
- Communicate with you about appointments, recalls, reminders and results
- Refer you to, or coordinate care with, other treating practitioners
- Process Medicare, health fund and other billing claims and payments
- Meet our legal, regulatory, professional indemnity and accreditation obligations
- Manage and improve our practice, including staff training, clinical audits and complaint handling
- Where required or authorised by law, or with your consent, for any other purpose

We will not use or disclose your information for a secondary purpose unrelated to your care unless you would reasonably expect that use, you have consented, or the use/disclosure is otherwise permitted or required by law (for example, a serious threat to life or health, or a mandatory reporting obligation).

4. Disclosure to third parties

We may disclose your information to:

- Other healthcare providers involved in your treatment (with your consent, or as reasonably expected as part of your care)
- Pathology, radiology and other diagnostic services
- Medicare, the Department of Veterans' Affairs, WorkCover, Managed care providers and private health insurers, for billing and claiming purposes
- Our practice management, billing and IT service providers, who are contractually required to protect your information

- Regulators and professional bodies, where required by law (for example AHPRA, the Office of the Australian Information Commissioner, or in response to a subpoena or court order)
- Other insurance providers, with your consent, or as required by law
- Your authorised representative, with your consent

We do not sell your personal information, and we do not use or disclose it for direct marketing.

5. Storage and security

We take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorised access, modification or disclosure. These steps include:

- Secure, access-controlled clinical and practice management software
- Password protection and encryption
- Physical security for any paper records (locked storage, restricted access)
- Staff training in privacy and confidentiality obligations
- Secure destruction or de-identification of records that are no longer required

We use Visit Base, a cloud-based clinic management system, to store and manage patient records, appointments and billing information. Visit Base has its own security measures in place, including access controls and data encryption, to protect the information it holds on our behalf. We retain health records for the period required by law and applicable professional guidelines (in Queensland, generally a minimum of 7 years from the last consultation for adults, and until a patient turns 25 for records created while they were a child), after which records are securely destroyed or archived.

6. Access to and correction of your information

You have a right under APP 12 to request access to the personal and health information we hold about you, and under APP 13 to request that

it be corrected if it is inaccurate, out of date, incomplete, irrelevant or misleading.

To request access or correction, please contact our Privacy Officer using the details in Section 11. We will respond within a reasonable period. In limited circumstances permitted by law, access may be refused or provided in a modified way (for example, where release could pose a serious risk to your health or the health of another person) — if so, we will explain our reasons. We may charge a reasonable fee to cover the cost of retrieving and copying records, but not for making the request itself.

7. Disclosure overseas

We do not routinely disclose personal information to recipients located outside Australia. If this changes (for example, where a cloud service provider stores data offshore), we will take reasonable steps to ensure the overseas recipient handles your information consistently with the APPs, and will update this policy accordingly.

8. My Health Record

If we participate in the My Health Record system, information may be uploaded to, or viewed via, your My Health Record in accordance with the My Health Records Act 2012 (Cth) and the My Health Records Regulation. You can set access controls on your My Health Record, or opt out of the system entirely, via My Health Record support services.

9. Direct marketing

We may send you appointment reminders, recall notices relevant to your care. We will not use your health information for direct marketing purposes, and we will not disclose your information to third parties for their marketing purposes.

10. Website and online enquiries

If you contact us or make a booking through our online booking system (Visitbase), we may collect information such as your name, contact details

and the content of your enquiry. Our website may use cookies or similar technologies for functionality and analytics purposes.

11. Complaints and contact details

If you have a concern about how we have handled your personal information, please contact our Privacy Officer:

Privacy Officer: Kym Murray

Practice: Murray Chiropractic Pty Ltd

Address: 280 Margaret St Toowoomba, QLD 4350

Phone: 07 4639 2188

Email: admin@murraychiropractic.com.au

We will investigate your complaint and respond within a reasonable time, generally 30 days. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

- Website: www.oaic.gov.au
- Phone: 1300 363 992
- Mail: GPO Box 5288, Sydney NSW 2001

We may update this policy from time to time to reflect changes in our practices or legal obligations. The current version is always available [<https://www.murraychiropractic.com.au/>], and the version date appears on the cover page.