

PHOENIX PODIATRY



Unit 11, 2 Lancaster St,
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- ❖ Family run business for local families
- ❖ Bulk billing under CDM referrals
- ❖ Skin and toenails care
- ❖ Diabetic Foot care
- ❖ Plantar fasciitis and Achilles tendonitis
- ❖ Orthotics therapy and rehabilitation
- ❖ Foot and ankle physiotherapy
- ❖ Laser therapy and myofascial release
- ❖ Peripheral neuropathy therapy

Privacy Policy:

Effective Date: 19/03/2025

Phoenix Podiatry Clinic is committed to protecting the privacy of your personal information. This Privacy Policy outlines how we collect, use, disclose, and store your personal and health information in accordance with the **Privacy Act 1988** and the **Australian Privacy Principles (APPs)**. It also reflects how **Cliniko** (the software we use to manage patient records) handles data in compliance with Australian privacy laws.

1. Information We Collect

We collect personal and health information directly from you and indirectly through **Cliniko**, which stores patient data on our behalf.

- **Personal Information:** Includes your name, contact details (e.g., phone number, email), address, and emergency contact information.
- **Health Information:** Includes medical history, treatment notes, diagnoses, and any other clinical information relevant to your podiatric care.
- **Financial Information:** Includes payment details, billing information, and insurance data.
- **Browser and Hardware Data:** Such as IP addresses, device type, browser type, and other technical information automatically collected when you interact with our systems.

2. How We Collect Information

- **Directly from You:** When you provide us with personal details during consultations, through online forms, or by phone/email.
- **Indirection via Cliniko:** When your healthcare provider records personal or health information about you in **Cliniko**. Cliniko may also collect personal information indirectly on behalf of the clinic, including your treatment history and health records.

3. How We Use Your Information

We use the information we collect to provide podiatry services, manage your appointments, and process payments. Specifically, we use this information for:

- Providing personalized care and treatment.
- Communicating with you regarding your appointments and treatment plans.
- Billing, insurance claims, and payment processing.
- Meeting legal and regulatory obligations.
- We also use **Cliniko** to manage your data securely and efficiently

4. How Information Is Stored and Secured

We store your personal and health information securely in **Cliniko**, which employs robust encryption methods, access control policies, and other security measures. **Cliniko** ensures that the data is stored in state-of-the-art facilities and complies with relevant data protection regulations. In the event of a data breach, we will notify you within 72 hours if your personal information is at risk, providing details on the breach and the steps we have taken to mitigate the risk.

5. Sharing and Disclosure of Information

We may share your information with:

- **Other Healthcare Providers:** If needed for coordination of care (e.g., specialists, labs).
- **Third-Party Services:** Such as payment processors, IT providers, and data storage services. These third-party services are bound by confidentiality agreements and are restricted in their use of your data.
- **Legal Requirements:** We may disclose your information if required by law or in response to a subpoena. We will not sell or rent your information to third parties for marketing purposes.

6. Access, Correction, or Deletion of Personal Information

You have the right to access the personal and health information we hold about you, correct inaccuracies, and request deletion of your information (where legally possible). To make a request, contact us at:

Email: admin@phoenixpodiatry.com.au

Phone: 9434 2006

7. Data Processing by Cliniko

Cliniko, as our service provider, collects, processes, and stores your data in compliance with the **Privacy Act 1988** and applicable data protection laws. **Cliniko** ensures that your data is handled securely and provides tools for you to access, correct, or delete your information upon request. For more details on how Cliniko handles your data, visit Cliniko Privacy Policy.

8. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance your user experience, improve service delivery, and analyze site usage. You can manage cookie preferences through your browser settings. Please note that if you disable cookies, some website features may not function as intended.

9. Children's Privacy

We do not knowingly collect personal information from children under the age of 18. If we learn that we have inadvertently collected such information, we will take steps to delete it. If you are a parent or guardian and believe we have collected personal data about your child, please contact us at **admin@phoenixpodiatry.com.au** or **phone 9434 2006**.

10. Transfer of Data

Your personal data may be stored and processed in servers located outside of Australia. By providing your data, you consent to the transfer and processing of your information in accordance with this Privacy Policy.

11. Service Providers

We may employ third-party companies and service providers to assist us in operating our services, such as payment processors or technical support providers. These third parties are only permitted to access your personal data for the purpose of performing specific tasks on our behalf, and they are obligated not to disclose or use your data for any other purpose.

12. Security of Your Data

While we take reasonable steps to protect your personal data, please note that no data transmission or storage method can be guaranteed to be 100% secure. We are committed to ensuring the security of your information but cannot guarantee absolute protection.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When changes are made, we will notify you by posting the new Privacy Policy on our website, and we will make the effective date of the policy clear. In some cases, we may also notify you via email if significant changes affect how we handle your personal information. 14. Contact Us If you have any questions about this Privacy Policy or how we handle your personal information, please contact us:

Privacy Officer: Tanya Podkas

Email: admin@phoenixpodiatry.com.au

Phone: 9434 2006

Address: U 11/2-6 Lancaster Street SPEARWOOD WA 6163