

**REFLEXATION**  
**Privacy Statement**

**Reflexation respects your privacy**

1. This Privacy Policy applies to all personal information collected by Reflexation. In this policy I explain how and why I collect your personal information, how I use it, and what controls you have over my use of it.
2. I am committed to ensuring the privacy of individuals and am bound by the National Privacy Principles which are set out in the Australian *Privacy Act 1988*. This policy provides information on my information handling practices.

I am also committed to complying with Commonwealth legislation governing privacy of personal information by businesses and to protecting and safeguarding your privacy when you deal with me.

**Collection of information**

3. Some information provided to me by clients, customers, contractors and other third parties might be considered private or personal. Without these details I would not be able to carry on my business and provide my services to you. I will only collect such personal information if it is necessary for one of my functions, treatments or activities.
4. In particular, personal information is collected from people in the following situations by Reflexation :
  - If you contact Reflexation, I may keep a record of that correspondence.
  - When you submit your e-mail address
  - When you complete the Medical Questionnaire
  - When you send me an SMS via mobile/iphone/smartphone
  - File notes taken during your appointment
5. At or before the time the personal information is collected by me I will take reasonable steps to ensure that you are made aware of who I am, the fact that you are able to gain access to the information held about you, the purpose of the collection, the type(s) of organisations to which we usually disclose the information collected about you, any laws requiring the collection of the information and the main consequences for you if all or part of the information is not collected.

**Use of information collected and disclosure of personal information to others**

6. I may use or disclose personal information held about an individual for the primary purpose for which it is collected (eg. provision of my services, including administration of my services, notification to you about changes to my services, record-keeping following termination of our services to you and technical maintenance). I may also use such information for a purpose related to the primary purpose of collection and where it would reasonably be expected by you that I would use the information in such a way. This information is only disclosed to persons outside my business in the circumstances set out in this policy or as otherwise notified to you at the time of collection of the information. For example, if your health fund requested a copy of your file notes.

7. In addition to the above referred to in Paragraph 6, I am permitted to use or disclose personal information held about you:
- . Where you have consented to the use or disclosure;
  - . Where I reasonably believe that the use or disclosure is necessary to lessen or prevent a serious, immediate threat to someone's health or safety or the public's health or safety;
  - . Where I reasonably suspect that unlawful activity has been, is being or may be engaged in and the use or disclosure is a necessary part of our investigation or in reporting the matter to the relevant authorities;
  - . Where such use or disclosure is required under or authorised by law (for example, to comply with a subpoena, a warrant or other order of a court or legal process);
  - . Where I reasonably believe that the use or disclosure is reasonably necessary for prevention, investigation, prosecution and punishment of crimes or wrongdoings or the preparation for, conduct of, proceedings before any court or tribunal or the implementation of the orders of a court or tribunal by or on behalf of an enforcement body.
- Reflexation will not sell, rent, trade or otherwise supply to any third party any personal information obtained from you without your consent.

### **Links**

8. My web site may contain links to other web sites and those third party web sites may collect personal information about you. I am not responsible for the privacy practices of other businesses or the content of web sites that are linked to my web site. I encourage users to be aware when they leave the site and to read the privacy statements of each and every web site that collects personally identifiable information.

### **Security and storage**

9. If I am required by law at any time to release information about you, (for example Health Fund requests for information) I must cooperate fully. Reflexation places a great importance on the security of all information associated with my clients and contractors. I have security measures in place to protect against the loss, misuse and alteration of personal information under my control.
- 10.. Reflexation securely retains the information you provide to me including possibly your contact and credit card details to enable me to verify transactions and customer details and to retain adequate records for legal and accounting purposes.
11. Information stored within my computer systems can only be accessed by me.
12. No data transmission over the Internet can be guaranteed to be 100 per cent secure. As a result, while I strive to protect user's personal information, Reflexation cannot ensure or warrant the security of any information transmitted to me or by me (for example, email transmission or mobile sms), and users do so at their own risk. Once Reflexation receives your transmission, I make every effort to ensure its security on my system
13. Ultimately, you are solely responsible for keeping any passwords and/or account information secret. You should be careful and responsible whenever you are online.
14. You accept that your files are kept permanently by Reflexation and in the event of close down of business by Reflexation, any files kept will be transferred securely to the

Health Care Complaints Commission for eventual storage by that entity.

### **Access to and correction of personal information**

15. Reflexation is committed to maintaining accurate, timely, relevant and appropriate information about its customers and web-site users.
16. So long as your request for your personal information is in accordance with the National Privacy Principles, then I will give you access to that information.
17. Inaccurate information will be corrected upon receiving advice to this effect from you.
18. If I refuse to provide you with access or correct the personal information held about you by me, then I will provide reasons for such refusal.

### **Complaints**

19. If you have a complaint about my Privacy Policy or the collection, use or safe disposal or destruction of your personal information, your complaint should be directed in the first instance to me at E-mail [deb.reflexation@optusnet.com.au](mailto:deb.reflexation@optusnet.com.au).
20. I will investigate your complaint and attempt to resolve any breach that might have occurred in relation to the collection, use or destruction of personal information held by me about you in accordance with the Commonwealth Privacy legislation. If you are not satisfied with the outcome of this procedure then you may request that an independent person (usually the Commonwealth Privacy Officer) investigate your complaint or HCCC <http://www.hccc.nsw.gov.au/Complaints/How-To-Make-a-Complaint/Default/default.aspx>

### **Changes to Privacy Policy**

21. I will update this policy as required. If it is changed, I will post the updated policy on my web site [www.reflexation.com.au](http://www.reflexation.com.au) so that you are always aware of the sort of information I collect from you, how I may use that information, and under what circumstances I may disclose the information

As a result, please remember to refer back to this Privacy Policy regularly to review any amendments.

### **Contacting Reflexation**

22. If you require further information regarding my Privacy Policy, please contact me at the following address: E-mail: [deb.reflexation@optusnet.com.au](mailto:deb.reflexation@optusnet.com.au)
23. Should you wish to read more information on privacy legislation or the National Privacy Principles I recommend that you visit the Federal Privacy Commissioner's website at <http://www.oaic.gov.au/>

### **Acceptance**

24. You accept that by completing your Medical Health Questionnaire you agree with the Terms of Use and this Privacy Policy.
25. You accept that your use of the website of Reflexation includes your acceptance of this Privacy Policy and the Terms of Use.