

Flight Therapy - Privacy Policy

Current as of **26 Jan 2026**

Our privacy policy is revised on a regular basis in line with the OAIC legislation.

Flight Therapy is committed to ensuring your personal information is professionally managed in accordance with the Australian Privacy Principles. This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practise, and the circumstances in which we share it with third parties.

When you register as a patient/participant of our practise, your clinician will need to collect your personal information so they can provide you with the best possible healthcare services. We also use it for directly related business activities, such as financial claims and payments, practise audits, accreditation and normal business processes.

The personal information we collect and hold generally includes:

- Your name, address, date of birth, contact details
- Information about your health condition, medical history, social and family history, risk factors, medications, allergies, adverse events, immunisations and treatment you may have already received
- Medicare, DVA or NDIS number for identification and claiming purposes
- Private health fund details

Only practice staff who need to see your personal information will have access to it. All practise staff have signed a Confidentiality Agreement as part of their Employment Contract with us.

How we collect your personal information

Our practise will collect your personal information:

- Directly and in person, over the phone, by email, SMS, social media, through our website or by completing our online or hard copy forms
- When you make your first appointment/intake, our practise staff will collect your personal and demographic information via your registration
- If it is not possible to collect it from you directly, we may also collect your personal information from:
 - Your guardian or responsible person
 - Other involved healthcare providers such as specialists, hospitals, community services and pathology and diagnostic imaging services
 - Your private health fund, Medicare, NDIS or DVA

Who we share your personal information with and when

- Other healthcare providers
- Third party who work with our practise for business purposes (such as IT providers and accredited agencies)
- Statutory requirement to lawfully share certain personal information, such as mandatory notification of certain diseases
- Court subpoenas required or authorised by law
- When necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patients consent
- Our practise will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practise in writing
- Other than while providing medical services or as otherwise described in this policy, our practise will not share personal information with any third party without your consent
- We will not share your personal information with anyone outside of Australia (unless under exceptional circumstances that are permitted by law without your consent)

How we store and protect your personal information

Your personal information may be stored at our practise as paper records, electronic records, audio recording, x-rays, CT scans, videos and photos.

Our practise stores all personal information securely, and has strict protocols and procedures to ensure your personal information is protected from misuse, loss, interference or unauthorised access:

- Electronic format is encrypted and password protected
- Hard copy records and information is stored securely
- All staff must sign confidentiality agreement prior to commencing work with and for our practise

How can you access and correct your personal information at our practise

Our practise will take reasonable steps to correct your personal information where the information is not accurate or up to date. We will ask you at different times, to verify your information held by our practise is correct and up to date.

You have the right to access and correct personal information that will hold about you, in electronic or hard copy format.

If you wish to access or correct your personal information we request that you put in writing and contact the Practice Manager, Mr Matthew Brooker at admin@flighttherapy.com.au. Your request for access and/or correction will be processed within 30 days.

While we do not charge an application or processing fee, you may be charged administration, photocopying or other fees to reasonably cover our costs to fulfill your requests.

How can you lodge a privacy related complaint and how it will be handled at our practice

If you have any concerns about your privacy or wish to make a complain about a private breach, contact our Practice Manager, Mr Matthew Brooker admin@flighttherapy.com.au. You should provide us with sufficient details regarding your complaint together with any supporting information. We will take steps to investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of original written complaint.

If you are not satisfied with our response, you can contact us directly to discuss your further concerns or lodge a complaint with the Australian Information Commissioner at www.oaic.gov.au or by calling 1300 363 992.

Privacy and our website

We use cookies and similar tracking technologies to enhance your experience and analyse website usage. You can manage or disable cookies through your browser settings. Where applicable, you may opt out of targeted advertising via the Network Advertising Initiative. (<http://www.networkadvertising.org/choices/>).

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impractical for us to do so or unless we are requested or authorised by law to only with identified individuals.

Policy review statement

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our patients/participants of these changes via our website.

Contact Us & Privacy Complaints

If you have any questions about this Privacy Statement, please contact:

Flight Therapy Pty Ltd

ABN: 95 693 784 799

Email: admin@flighttherapy.com.au