

## Privacy Policy

### 1. Introduction

Wangaratta Chiropractic is committed to protecting your privacy and handling your personal information in a transparent and secure manner. This Privacy Policy explains how we collect, use, store, disclose, and safeguard your information when you visit our website, use our services, or otherwise interact with us. It has been constructed to be compliant with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

By using our services, you agree to the collection and use of information in accordance with this Privacy Policy.

### 2. What Information We Collect

We collect the following on paper/hard copy records when you complete our client forms, which are stored in our office at our business premises:

- Personal details (e.g., name, residential address, email, phone number, occupation).
- Medical history.
- Consent forms.

Further information collected during care includes:

- Diagnosis and treatment plans.
- Clinical notes including progress notes and consultation notes.
- Appointment records and attendance notes.
- Copies of test results, imaging and specialist reports.

We **DO NOT** collect nor store any of the following:

- Credit card details.
- Banking details.

We utilise the appointment software Cliniko for recording bookings, both in-house and online. Cliniko uses the following information:

- **Browser and hardware data**, such as IP address, type of device, operating system, browser type, screen resolution, language, device make and model, as well as the versions of the above mentioned services.
- **Cookie and tracking technology data**, which would include pages visited, time spent on pages, language preferences, and other anonymous traffic data.
- More information can be found on the Cliniko Privacy Policy page.  
<https://www.cliniko.com/policies/privacy/>

### 3. How We Collect Information

We collect information when you:

- Interact with our website or social media.
- Make a booking.
- Contact us via email, phone, or via forms.

#### **4. How We Use Your Information**

We use your information to:

- Provide services such as appointment times and the most suitable care and referral (if required) to maximise your health outcomes.
- Communicate with you about updates, practice closure or care support.
- Improve our services and website experience.

#### **5. Sharing Your Information**

We **do not** sell your personal information. We may share it with:

- Legal authorities if required by law ( eg. Medico-legal reports).
- Other medical specialists, referrals and providers but only after seeking a clients signed consent.

#### **6. Overseas Disclosure**

We **do not** share your information with overseas service providers.

#### **7. Security**

We take reasonable measures to protect your personal information from misuse, loss, or unauthorised access. We are required, by law, to keep records for seven (7) years after you last appointment ( if you are an adult), or until you turn 25 years of age ( if you were a minor as a client), as per *Victorian Health Records Act 2001*. After this time, hard copy records will be destroyed via shredding, whilst digital records will be deleted using data wiping software.

#### **8. Access and Correction**

You can request access to, or correction of, your personal information by contacting us. Access will be in compliance with the *Health Records Regulations 2023*. You also have the right to withdraw consent at any time, and to ask questions relating to storage, use and disclosure at any time.

## **9. Complaints**

If you believe we have breached your privacy, please contact us. We will respond promptly. If you are not satisfied, you can contact the Office of the Australian Information Commissioner (OAIC).

## **10. Contact Us**

Wangaratta Chiropractic

wangchirowarwick@gmail.com

0423 571 825

Shop 5, 21 Reid Street Wangaratta, 3677. Victoria.

**Last updated:** 09/06/2026