# Enable Fitness Centre: Client Privacy Notice

This notice explains how Enable Fitness Centre collects, uses, stores and protects your personal information.

## Our Commitment to You

Enable Fitness Centre provides exercise physiology, physiotherapy and dietetics services. To do that well, we need to collect and hold personal information about you, including health information. We take that responsibility seriously.

Your dignity is protected through respect in every part of how we communicate with you and handle your information, and by keeping you as the decision-maker about your own care. Our staff commit to these values:

- **Empathy** — we work alongside you, respecting your viewpoint and your ownership of your life
- **Respect** — we listen to understand and give weight to your choices
- **Empowerment** — we support you to address the goals you define
- **Transparency** — we are honest about what we do with your information and include you in decisions
- **Collaboration** — we work with you and, with your consent, with the other people who support you

## The Law We Follow

We handle your information under the Privacy Act 1988 (Cth) and the 13 Australian Privacy Principles, and we have obligations under the Notifiable Data Breaches scheme. Health information is treated as sensitive information under the Privacy Act, so we apply a higher standard of care to it. South Australia does not have separate privacy legislation for private health providers; the Commonwealth law is what applies to us.

## What Information We Collect

We collect only what we need to provide you with safe, effective services and to meet our funding and legal obligations. This usually includes:

- your name, date of birth and contact details;
- health information — your physical and mental health, any disability, and the health services you have received;
- your goals, assessment results, exercise programs and progress notes;
- funding and billing details (for example, NDIS plan details, claim numbers or payment information);
- emergency contact details and, where relevant, details of your guardian, decision-maker or support coordinator.

We do not collect other sensitive information — such as your political opinions, religious beliefs, union membership, sexual orientation or criminal record — unless you have consented and it is necessary to provide your service (for example, a screening check required by a funding scheme), it is necessary to prevent a serious threat to someone's life or health, or the law requires it.

## How We Collect It

We collect information directly from you wherever we can — at intake, during appointments and through the forms you complete.

With your written or express consent (or that of your lawful decision-maker), we may also collect information from your family, carers or guardian, your GP or specialists, hospitals, rehabilitation services, or your support coordinator or plan manager. We only do this to make your care safer and more effective.

If you give us paper documents, we scan them into your electronic record and then securely shred the paper copy.

## Why We Use Your Information

- To assess your needs and deliver your services
- To communicate with you about your care and appointments
- To keep you and our staff safe
- To share progress with the other people involved in your care, with your consent
- To claim funding and report to funders as your service agreement requires
- To keep accurate legal records of the services we provided
- In de-identified form, to improve our services, support research and train our staff and students

## Who We Share It With

We only share your personal information:

- with your consent, or the consent of your lawful decision-maker;
- with other health professionals directly involved in your care, where you would reasonably expect this;
- with your funder — for example the NDIS, Return to Work SA, Lifetime Support Authority, My Aged Care, DVA or Medicare — to the extent needed to use your funding and meet your service agreement;
- with government or funding bodies as de-identified statistics, without your name or address;
- where the law requires or permits it.

You are the decision-maker about your information. If you are unable to make a decision, we follow South Australian law on who may decide on your behalf — an appointed substitute decision-maker, a guardian or, where neither exists, the person legally responsible for you. We do not treat a family member's wishes as consent unless they hold that authority.

## Sharing Without Your Consent to Keep People Safe

In limited circumstances we may share information without consent where it is necessary to protect someone from serious harm — for example, to prevent a person harming themselves or others, to protect a person from abuse or neglect, or to protect a staff member in danger. In South Australia, we follow the Information Sharing Guidelines for Promoting Safety and Wellbeing when doing this. We share only what is needed, and we tell you when it is safe to do so.

## Where Your Information Is Stored

Your information is held in secure cloud systems, not on local computers or paper files. Each system is used for a specific purpose:

- **Splose** — your clinical record, appointments, reports and invoices. Stored in Australia (Amazon Web Services data centres).
- **Physitrack** — your exercise program and progress. Only your name, year of birth and email are used. Stored in Australia; backup copies may be held in Ireland.
- **Google Workspace** — emails and short-lived draft documents. Not used to store your clinical record. Uses Google's global data centres, which may be outside Australia.

Because Physitrack may hold backup copies in Ireland and Google Workspace uses global data centres, some of your information may be stored outside Australia. Both providers are contractually bound to protect your information to a standard consistent with Australian privacy law, and we keep your clinical record only in Splose, which is stored in Australia.

We do not use artificial intelligence tools on your personal information. The AI features available within our software are switched off.

## How We Keep It Secure

- All systems encrypt your information in transit and at rest
- Access is limited to staff who need it for their role, and is removed when staff leave
- Staff use multi-factor authentication and must meet minimum device security standards
- All staff are trained in privacy and confidentiality and are bound by confidentiality obligations
- We regularly review who has access and how our systems are used

## How Long We Keep It

We keep your health record for at least 7 years after your last appointment. If you were under 18 when we treated you, we keep it until you turn 25 or for 7 years after your last appointment, whichever is later. After that, records are securely and permanently deleted.

## Your Rights

You have the right to:

- see the information we hold about you;
- ask us to correct information that is wrong, incomplete or out of date;
- withdraw your consent to how we collect, use or share your information;
- complain about how we have handled your information.

To make a request, contact us using the details below. We will need to verify your identity, or your authority to act for someone else, before releasing any information. We will respond within 30 days. We may charge a reasonable fee to cover the cost of providing copies. In rare cases we may refuse access where the law allows — for example, if a treating practitioner considers access would seriously harm your health or another person's safety — and we will explain why.

If you withdraw your consent, we will record that and talk with you about what it means. It may limit the services we can safely provide. It does not affect information we have already lawfully collected, or anything we are required by law to keep or share.

## If Your Information Is Involved in a Data Breach

If we become aware that your information has been accessed, disclosed or lost without authorisation, we will assess it under the Notifiable Data Breaches scheme. If the breach is likely to cause you serious harm, we will notify you and the Office of the Australian Information Commissioner, and tell you what steps you can take to protect yourself.

## How to Complain

If you are concerned about how we have handled your information, please tell us first. We will manage your complaint under our Complaints Policy and aim to resolve it with you directly. If you are not satisfied with our response, you can contact:

- **Office of the Australian Information Commissioner (OAIC)** — 1300 363 992 — www.oaic.gov.au
- **NDIS Quality and Safeguards Commission** (if you are an NDIS participant) — 1800 035 544 — www.ndiscommission.gov.au

## Changes to This Notice

We review this notice at least once a year and whenever our systems or the law change. The current version is always available at our clinics and on request. We will let you know if we make significant changes to how we handle your information.

## Contact Us

**Privacy contact:** PRIVACY OFFICER / Practice and People Manager

**Email:** admin@enablefitnesscentre.com.au **Phone:** 08 8261 7537

**Address:** Enable Fitness Centre, 615 North East Road, Gilles Plains SA 5086