



Privacy Policy

Prism Exercise Physiology Pty Ltd (ABN: 80 624 867 858), trading as Redlands Exercise Physiology, is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and guidelines set by Exercise and Sports Science Australia (ESSA), Medicare, the Department of Veterans' Affairs (DVA), the Australian Health Practitioner Regulation Agency (AHPRA), the National Disability Insurance Scheme (NDIS) and the Office of the Australian Information Commissioner (OAIC).

Collection of Personal Information

We collect personal information directly from you or your authorized representatives. This may include:

- Name, contact details, and date of birth
- Medicare number, DVA number, or private health insurance details
- Medical history and current health conditions
- Exercise and lifestyle information
- NDIS plan details and participant numbers (if applicable)

We only collect information that is necessary for providing our services.

Use and Disclosure of Personal Information

We use your personal information to:

- Provide physiotherapy and exercise physiology services
- Process Medicare, DVA, NDIS, or private health insurance claims
- Communicate with you about your care

We may disclose your information if clinically necessary to:

- Other healthcare providers involved in your care
- Medicare, DVA, NDIS, or your private health insurer for claim purposes
- Regulatory bodies such as AHPRA or the NDIS Quality and Safeguards Commission, if required by law

We will not disclose your information overseas without your consent, unless required by law.

NDIS Compliance

As a provider of allied health services, we also comply with the privacy requirements set by the National Disability Insurance Scheme (NDIS):

- We handle "protected Commission information" in accordance with the National Disability Insurance Scheme Act 2013 (Cth)[2].



- We ensure that any unauthorized use or disclosure of protected Commission information is prevented, as this constitutes a criminal offense[2].
- If we need to disclose personal information to overseas recipients, we take steps to ensure compliance with the Australian Privacy Principles or equivalent regimes[2].
- Where the collection of personal information is authorized or required under the NDIS Act and Rules, not providing the information may constitute a contravention of the NDIS Act, which may lead to a criminal or civil penalty[2].

Informed Consent

We obtain informed consent from you regarding all aspects of our service, including risks, benefits, potential outcomes, fees, and how the service will be conducted. This consent is an ongoing process and may be written, verbal, or a combination of both.

Data Security

We implement stringent security measures to protect your personal information from unauthorized access, modification, or disclosure. This includes:

- Secure electronic storage systems with appropriate access controls
- Physical security measures for paper-based records
- Staff training on privacy and confidentiality obligations
- Restricted access to information on a 'need to know' basis
- Strong password protections for computer access

Access and Correction

You have the right to access and correct your personal information. We will take reasonable steps to ensure the information we hold about you is accurate, complete, and up-to-date.

Anonymity and Pseudonyms

Where lawful and practicable, you have the option to receive treatment anonymously or by using a pseudonym.

Retention and Destruction of Personal Information

We take reasonable steps to ensure that personal information is only retained for as long as it is required for the purpose for which it was collected, or as otherwise required by law. As an allied health provider, we are required under applicable Australian laws and professional standards to retain client health records for a minimum period of seven (7) years from the date of last service (or, in the case of minors, until the individual reaches the age of 25, where applicable).

Once personal information is no longer required to be retained, we will take reasonable steps to securely destroy or permanently de-identify the information. This may include the secure shredding of physical records and the deletion or de-identification of electronic records in accordance with industry standards and legal requirements.



Complaints

If you believe we have breached your privacy, please contact our Privacy Officer. We will investigate and respond to your complaint within 30 days.

Research

If any of your data is to be used for research purposes, we will explain how your information may be collected, used, or stored, and obtain separate informed consent.

Third-Party Audits

In the event of a third-party audit (e.g., by a private health insurer or NDIS), we will not disclose your clinical notes without your explicit consent. If you withdraw consent, we will uphold your most recent consent status.

Privacy Officer: Catherine Young

Email: catherineyoung@redlandsep.com.au

Phone: 07 3206 7869

Address: Unit 7, 67 Jardine Drive Redland Bay, QLD 4165

This privacy policy was last updated on 15/06/2026.

We regularly review and update our privacy policy to ensure it remains current with Australian privacy laws and best practices in privacy protection.



References:

1. Exercise & Sports Science Australia. (2020). ESSA code of professional conduct and ethical practice.
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2. Australian Physiotherapy Association. (2011). APA standards for physiotherapy practices.
https://australian.physio/sites/default/files/tools/Resources_Private_Practice_Standards_for_physiotherapy_practices_2011.pdf
3. Office of the Australian Information Commissioner. (n.d.). Privacy legislation.
<https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act/rules-and-guidelines>
4. Australian Physiotherapy Association. (n.d.). APA position statement on coercive private health insurance audit practices.
https://australian.physio/sites/default/files/APA_position_RE_coercive PHI_audit_practices.pdf
5. Australian Physiotherapy Council. (n.d.). Privacy policy.
<https://physiocouncil.com.au/privacy-policy>
6. Australian Physiotherapy Association. (2020). APA privacy policy template.
https://australian.physio/sites/default/files/APA_Privacy_Policy_template_FA_Jan2020.docx
7. NDIS Quality and Safeguards Commission. (n.d.). Privacy policy.
<https://www.ndiscommission.gov.au/privacy>