



Dr Sandie Cavanagh
BSc (Chiro)

Dr Tracy Kennedy-Shanks
D.C. BSc (Anatomy) (USA)

Dr Chantal Henderson
B AppSc. (Clin) B AppSc. (Chiro)

Privacy policy

Elevate Chiropractic & Wellness Centre values the relationships with our clients and acknowledges the importance of maintaining confidentiality of personal information.

Our privacy policy sets out how Elevate Chiropractic & Wellness Centre collects and uses personal information. Our Practice adheres to Federal Privacy Act 1988 and the Australian Privacy Principles (The Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles on 12 March 2014)

What personal information do we collect and why?

Elevate Chiropractic & Wellness Centre collects personal information directly from the individual. Your personal medical information may be collected, used and disclosed the following purposes:

- For use by our chiropractors at Elevate Chiropractic when consulting with you
- For communicating relevant information with other Chiropractors and Medical Practitioners to assist you to achieve the best possible health and well-being outcome
- For follow up, reminder and recall notices. Email addresses are only used for direct communication or distribution of our monthly Information Update Newsletter and we do not share or sell our email list.
- For accounting, Medicare, Department of Veteran Affairs or Health Insurance purposes.

The personal information that may be collected on our New Client Intake forms and Update of Information forms is:

Date of birth, full name, address, contact phone/mobile, next of kin, email, current and historical medical information, occupation, permission to access x-rays, your current health and reason for your visit.

Access to your personal information

At Elevate Chiropractic & Wellness Centre the following staff will have access to your medical and personal information:

- Chiropractors
- Chiropractor Assistants
- Administration staff with general access to demographic and financial information

Should a client utilise Medicare / Allied Health Provider services via your own GP, it is our obligation to provide an initial (following first appointment) and final (following last appointment) report to your GP of the treatment plan provided.

We have strict rules with our employees who have access to the databases that store personal information. All employees associated with Elevate Chiropractic & Wellness Centre have signed a privacy statement at the commencement of their employment.

You may have access to your personal information held by Elevate Chiropractic & Wellness Centre at any time. For security reasons, a written request is required.

Our Contact with you

We may contact you with information updates on our Centre and availability of our chiropractors via

- Newsletter (via email)
- SMS Confirmation of your appointment (sent 1-2 days before appointment)

Please Initial consent

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Security

Elevate Chiropractic & Wellness Centre uses all reasonable endeavours to ensure that your personal information provided via email is done so in a secure environment, however no data transmission over the internet can be guaranteed as totally secure. Elevate Chiropractic does not accept responsibility for the security of information transmitted to over the internet.

Further information may be obtained by visiting the Australian Federal Privacy Commissioner’s website at www.privacy.gov.au

Printed Name

Signature Date: