



## Privacy Policy

Last updated: 03/02/2026

Exercise Therapy QLD ("we", "us", or "our") is committed to protecting your privacy and handling your personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

This Privacy Policy explains how we collect, use, store, and disclose personal and sensitive information when you access our website, use our services, or communicate with us.

### What Information We Collect

We collect personal information that is reasonably necessary to provide exercise physiology services safely and effectively.

#### Personal Information

This may include:

- Name
- Date of birth
- Address
- Phone number
- Email address
- Emergency contact details
- Billing and payment information

#### Sensitive Information

As an allied health provider, we may collect sensitive health information, including:

- Medical history and diagnoses
- Current medications
- Injury history
- Physical limitations
- Exercise and activity levels
- Relevant reports or referrals (e.g. GP, NDIS, DVA, WorkCover)

Sensitive information is only collected with your consent and where necessary for service delivery.

## How We Collect Information

We collect information:

- Directly from you (e.g. intake forms, assessments, emails, phone calls)
- Through our website contact forms
- Via practice management and booking systems
- From third parties with your consent (e.g. referrers, support coordinators, plan managers)

We may also collect limited website usage data through cookies for basic analytics and website functionality.

## How We Use Your Information

Your information is used to:

- Provide exercise physiology assessments and services
- Maintain accurate clinical records
- Communicate with you regarding appointments and care
- Process payments and invoices
- Meet professional, legal, and regulatory obligations
- Communicate with relevant third parties (with consent)

We do **not** sell or trade your personal information.

## Disclosure of Information

We may disclose your information where necessary to:

- Other healthcare providers involved in your care
- NDIS plan managers, support coordinators, or the NDIA (where applicable)
- DVA or WorkCover Queensland (where applicable)
- Payment processors and practice management software providers
- Regulatory bodies where required by law

All disclosures are made in accordance with privacy legislation and professional obligations.

## Storage and Security

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, or disclosure. Information is stored securely using password-protected systems and reputable practice management platforms.

Despite these measures, no system can guarantee complete security.

## Data Retention

We retain personal and health information only for as long as required by law and professional standards. Health records are generally retained for a minimum of **7 years** from the date of last service, or longer where required.

## Your Rights

You have the right to:

- Request access to your personal information
- Request correction of inaccurate or outdated information
- Withdraw consent where applicable
- Make a privacy complaint

Requests can be made in writing using the contact details below. Identity verification may be required.

## Complaints

If you have a concern about how your personal information is handled, please contact us directly. We will investigate and respond promptly.

If you are not satisfied, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC).

## Contact Us

**Exercise Therapy QLD**

Email: [info@exercisetherapyqld.com.au](mailto:info@exercisetherapyqld.com.au)

This Privacy Policy may be updated from time to time. The most current version will always be available on our website.