

Reason Physiotherapy Privacy Policy

Last updated: 13 April 2026

1. Introduction

Reason Physiotherapy is committed to protecting the privacy and confidentiality of personal and health information. This Privacy Policy explains how we collect, use, store and disclose personal information in accordance with the Privacy Act 1988 (Cth), Australian Privacy Principles, and applicable health privacy obligations.

2. What Information We Collect

We may collect personal and health information necessary to provide physiotherapy and related services. This includes names, contact details, dates of birth, Medicare or private health insurance details, medical history, clinical notes, referral information, and class attendance records.

3. How Information Is Collected

Information is collected directly from clients through consultations, intake forms, referrals, correspondence, and class attendance records. Some information may also be received from other health practitioners with client consent.

4. Use of Information

Personal information is used to provide healthcare services, manage clinical records, communicate with clients, process payments and rebates, meet legal and professional obligations, and improve service quality.

5. Disclosure of Information

Information may be disclosed to other healthcare providers involved in a client's care, billing services, insurers, or regulators where required or authorised by law. We do not sell or trade personal information.

6. Data Storage and Security

All client data is stored using Splose Practice Management Software, a secure cloud-based system. When physical documents such as scan reports are received, they are scanned into Splose and deleted from local computers. Paper documents are returned to the client or securely shredded. Active class documentation is stored securely on-site and recorded digitally in Splose. Physical records are shredded once they are no longer required. All clinic computers are protected using two-factor authentication. Access to physical records is restricted, and locked cabinets are used for any on-site storage. Staff are trained in privacy and data security procedures and comply with clinic policies.

7. Access and Correction

Clients may request access to or correction of their personal information. Requests

should be made in writing to hello@reasonphysiotherapy.com and will be responded to within a reasonable timeframe.

8. Data Breaches

Reason Physiotherapy has a Data Breach Response Policy in place. Any actual or suspected data breach is managed promptly in accordance with the Notifiable Data Breaches Scheme.

9. Complaints

If you have concerns about how your information has been handled, please contact us. Complaints will be taken seriously and investigated promptly. Clients may also contact the Office of the Australian Information Commissioner if they are not satisfied with our response.

10. Policy Review

This Privacy Policy is reviewed regularly and updated as required to ensure ongoing compliance with privacy laws.

Approved by Practice Owner Signature:

A handwritten signature in black ink, appearing to read 'R Eason', with a long horizontal flourish extending to the right.

Rhyan Eason

Date: 13th April 2026