

Privacy Policy

Effective Date: 15 June 2024

Introduction

At Lymph Balance, we are committed to protecting your privacy and ensuring the security of your Personal Health Information (PHI). This Privacy Policy outlines how we collect, use, disclose, and protect your PHI in accordance with the National Privacy Principles and other relevant privacy laws.

1. Collection of Personal Health Information

We collect your Personal Health Information for the following purposes:

- **Medical Treatment:** To provide you with the best possible care and treatment.
- **Communication:** To communicate with other treating medical professionals involved in your care.
- **Administrative Purposes:** For follow-up or reminder calls, scheduling appointments, and managing your treatment records.
- **Legal Obligations:** To comply with legal requirements, such as court orders.

2. Use of Personal Health Information

Your Personal Health Information may be used to:

- Develop and implement your treatment plan.
- Communicate with other healthcare providers.
- Conduct internal administrative and operational tasks.
- Ensure compliance with legal and regulatory obligations.

3. Disclosure of Personal Health Information

We may disclose your Personal Health Information to:

- Other healthcare professionals involved in your care.
- Third-party service providers who assist us in delivering healthcare services.
- Legal entities as required by law or court order.

4. Data Security

We are committed to ensuring the security of your Personal Health Information. We implement appropriate technical and organizational measures to protect against unauthorized access, alteration, disclosure, or destruction of your PHI. These measures include:

- Secure storage of physical records.

- Use of encrypted digital systems for electronic records.
- Regular staff training on data protection and privacy.

5. Access to Personal Health Information

You have the right to access your Personal Health Information held by us. To request access, please contact our office. We will respond to your request in accordance with relevant privacy laws and regulations. There may be a fee associated with accessing your records.

6. Correction of Personal Health Information

If you believe that any information we hold about you is incorrect or incomplete, please contact us. We will promptly correct any inaccuracies or omissions in your Personal Health Information.

7. Consent

By receiving treatment at our practice, you consent to the collection, use, and disclosure of your Personal Health Information as outlined in this Privacy Policy. You may withdraw your consent at any time; however, this may affect our ability to provide you with ongoing care and treatment.

8. Complaints

If you have any concerns or complaints about how your Personal Health Information is handled, please contact our office. We take all complaints seriously and will respond in a timely manner to address your concerns.

9. Changes to Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website and will take effect immediately upon posting. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your Personal Health Information.

Contact Information

For any questions or concerns regarding this Privacy Policy or the handling of your Personal Health Information, please contact us at:

Lymph Balance

490B Old Northern Road, Glenorie, NSW

www.lymphbalance.com.au

0423548795