

PRIVACY POLICY

Terri Soper Chiropractic

ABN: 77 529 402 671

Website: www.terrisoper.com.au

Email: info@terrisoper.com.au

Phone: (02) 6554 6364

Clinic Locations:

- 77 Akala Avenue, Forster NSW 2428
- 41 King Street, Gloucester NSW 2422

Last Updated: June 2026

Privacy Policy

Terri Soper Chiropractic is committed to protecting your privacy and maintaining the confidentiality of your personal and health information.

This Privacy Policy explains how we collect, use, store, disclose and protect your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

By using our services or providing your personal information, you consent to the practices described in this Privacy Policy.

1. Information We Collect

To provide safe and effective chiropractic care, we collect personal and sensitive information, including:

Personal Information

- Full name
- Date of birth
- Residential and postal address
- Telephone number
- Email address
- Emergency contact details

Health Information

- Medical history
- Current health concerns and symptoms
- Medications
- Allergies
- Previous injuries or surgeries
- Diagnostic imaging (such as X-rays, CT or MRI reports)
- Examination findings
- Treatment plans and clinical notes

Financial Information

Where required, we may collect:

- Payment details
 - Medicare information
 - Private health insurance information
 - Workers Compensation, DVA or CTP claim information
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2. Why We Collect Your Information

We collect and use your information to:

- Provide chiropractic assessment and treatment
- Develop appropriate treatment plans
- Maintain accurate clinical records
- Communicate with you regarding appointments
- Send appointment reminders
- Process payments and health fund claims
- Respond to enquiries
- Comply with legal and professional obligations
- Improve our services

We only collect information that is reasonably necessary for these purposes.

3. Practice Management Software (Cliniko)

Terri Soper Chiropractic uses **Cliniko**, a secure cloud-based practice management system, to manage patient records and appointments.

Cliniko is used to:

- Securely store your personal and health information
- Record clinical notes
- Manage appointments
- Send appointment confirmations and reminders via SMS or email
- Process invoices and payments

Cliniko uses industry-standard encryption and security measures to protect your information. Your information is stored securely and accessed only by authorised personnel involved in your care.

More information about Cliniko's privacy practices can be found on their website.

4. How We Protect Your Information

We take reasonable steps to safeguard your personal information from misuse, loss, unauthorised access, modification or disclosure.

Security measures include:

- Secure electronic health records
- Password-protected devices and systems
- Encrypted data transmission
- Restricted staff access to patient records
- Secure backups
- Staff training regarding confidentiality and privacy obligations

While we take every reasonable precaution, no method of electronic communication or internet transmission can be guaranteed to be completely secure. Information transmitted electronically is done at your own risk.

5. Disclosure of Your Information

We respect the confidentiality of your information and do not sell, rent or trade your personal information.

Your information may only be disclosed:

- With your consent
- To other healthcare providers involved in your care (such as your GP, specialists, radiology providers or allied health practitioners)
- To Medicare, private health insurers or government agencies where required
- To our practice management software provider for secure data storage
- Where required or authorised by Australian law
- Where disclosure is necessary to prevent a serious threat to life, health or safety

Only the minimum information necessary will be shared.

6. Access to Your Information

You have the right to:

- Request access to the personal information we hold about you
- Request corrections if your information is inaccurate, incomplete or out of date
- Request a copy of your health records (subject to applicable legislation)

Requests should be made in writing. We will respond within a reasonable timeframe and may charge a reasonable administrative fee where permitted by law.

7. Retention of Health Records

We are legally required to retain health records for minimum periods under Australian legislation.

Generally:

- Adult records are retained for at least **7 years** from the date of the last consultation.
- Records relating to children are retained until the patient reaches **25 years of age**, or longer if legally required.

After the required retention period, records are securely destroyed or permanently de-identified.

8. Website, Cookies and Analytics

Our website may use cookies and similar technologies to improve your browsing experience and help us understand how visitors use our website.

Cookies may collect non-identifiable information such as:

- Browser type
- Device information
- Pages visited
- Time spent on the website

You may disable cookies through your browser settings, although this may affect website functionality.

9. External Websites

Our website may contain links to external websites operated by third parties.

Terri Soper Chiropractic is not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policies of any external websites you visit.

10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, technology or our business practices.

The most current version will always be available on our website.

11. Contact Us

If you have any questions about this Privacy Policy, wish to access your records, request corrections, or make a privacy complaint, please contact us.

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By engaging the services, website and online booking system of Terri Soper Chiropractic, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use and disclosure of your personal information as described above.