**PRIVACY POLICY FOR ROB STALBOW INTEGRATED OSTEOPATHY**

1. **What information is collected**? Osteopathic services include the collection of personal and sensitive information that include your personal contact details, demographics and health data and clinical information related to your assessment and treatment.
2. **How is the information collected**? The information is collected verbally in the consultation and follow-up treatments, or potentially in phone or email correspondence and written down in Cliniko, our booking system.
3. **Why is this information collected?** The collection of this information satisfies the Australian Osteopathy Board’s requirements to keep clinical notes, and more specifically to maintain your healthcare and provide written record of appropriate assessment and treatment protocols.
4. **Is this information disclosed to other parties?**

This information may also be disclosed to other parties, such as your GP, other health clinicians or locums where appropriate, but will necessitate your written consent.

1. **Can I access my records?** It is your right to request access to your records or part of your records, and to receive a copy of your records, with an appropriate fee to cover photocopying and time.
2. **Can I change the information on my records?** You are also entitled to correct information in your records, if you feel there are errors, inaccuracies, incompleteness or if they seem misleading. Some information may be deemed by the practitioner to be important and useful to be kept as a record for other practitioners or your GP to know, and the reason will be given to you in writing. You may then, if you disagree, have the ability to issue a complaint.
3. **How are my health records kept?**

The health records are kept within the servers of our booking system Cliniko.

1. **Complaints procedure:** Please refer to the following page on the AHPRA website for what steps to take.

https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx