



## Privacy Policy of Futures Wellness Clinic

### Purpose

This policy ensures that Futures Wellness Clinic patients feel confident entrusting their personal information to the practice. It outlines how personal (including health) information is collected, used, and disclosed to third parties.

### Practice Procedures

Futures Wellness Clinic will:

- Provide a copy of this policy upon request.
- Ensure staff comply with Australian Privacy Principles (APP) and address inquiries.
- Implement procedures to comply with the APPs and handle complaints.
- Collect personal information primarily for healthcare management and billing.

### Consent

All patients give consent to use their personal information by staff to provide healthcare. Consent is given through the completion of the new patient registration form. Futures Wellness will ask for additional consent if information is required to be used for other purposes.

If a patient refuses to give consent but still can provide an honest and adequate health history verbally, then medical care can still be provided. If the patient withholds or cannot provide medical information verbally then medical care is unable to be provided.

### Purpose of Collecting Personal Information

We collect personal information to manage your health, process payments, conduct audits, and support business operations.

### Types of Personal Information Collected

- Personal details (e.g., name, contact info)
- Medical history, medications, allergies, immunisations, and risk factors
- Medicare, healthcare identifiers, health fund details

### Collection Methods

We collect personal information when you register, during medical services, and from other healthcare providers, health funds, or government bodies. Information may also be gathered via electronic records or communications.



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### Storage of Personal Information

Your information may be stored in paper, electronic, visual, or audio formats, and is protected by secure systems and confidentiality agreements.

### Sharing Personal Information

We may share your information with:

- Business partners (e.g., IT providers)
- Other healthcare providers
- Legal authorities or when required by law
- For medical services (via MyHealth Record, etc.)

Your information will not be shared without consent unless legally required.

### Protection of Personal Information

Your personal information is stored securely on Future Wellness servers and medical software, with restricted access. We use passwords, encryption, and confidentiality agreements, and antivirus software to protect it.

### Access and Correction

You can request access to and correction of your information by submitting a written request. We will respond within 30 days and take steps to update any inaccurate information.

### Privacy Concerns and Complaints

If you have privacy concerns, Patients can fill in an anonymous form found in the waiting room or on our website [www.futureswellness.com.au/information](http://www.futureswellness.com.au/information) Complaints will be addressed within 30 days. If unresolved, contact the Office of the Australian Information Commissioner (OAIC).

### Changes to the Privacy Policy

Futures Wellness Clinic may update this policy as needed, with changes posted on the website.