MOVEability Privacy Policy

Purpose of Policy _____

The purpose of this Privacy Policy is to outline MOVEability's commitment to protecting the privacy, confidentiality and personal information of participants, families and other individuals accessing its services. The policy establishes how personal and sensitive information is collected, used, stored, disclosed and protected, and ensures that information is managed in accordance with applicable privacy legislation, including the Privacy Act 1988 and relevant Australian Privacy Principles. It also outlines the rights of individuals regarding their personal information, including access, correction and the ability to raise privacy concerns, and provides transparency regarding the practice's responsibilities in maintaining the security and confidentiality of all information entrusted to it.

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Important Defined Terms _____

In this Privacy Policy, MOVEability Therapy for Kids adopts the definitions in Section 6 of the Privacy Act, as amended from time to time:

Personal Information means all information and opinion including but not limited to personal and health information about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information and opinion is recorded in a material form or not:

Health Information means all information and opinion about:

- the health and disability (at any time) of an individual; or
- an individual's expressed wishes about the future provisions of health services to him or her; or
- a health service provided or to be provided to an individual that is also personal information; or
- other personal information collected to provide, or in providing, a health service.

Sensitive Information would include information or an opinion about an individual's:

- racial or ethnic origin; or
- political opinions; or
- membership of a political association; or
- religious beliefs or affiliations; or
- philosophical beliefs; or
- membership of a professional or trade association; or
- membership of a trade union; or
- sexual orientation or practices; or
- criminal record

that shall be deemed also as personal information; or

- health information about an individual; or
- genetic information about an individual that is not otherwise health information; or
- biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or
- biometric templates.

For the avoidance of any doubt, reference in this Privacy Policy to personal and health information is a collective reference to Personal Information and Health Information as herein defined above.

Why we collect, use, hold and share information about you_____

MOVEability only collects and holds personal and health information about our clients that is deemed reasonably fit and necessary for us to:

- provide our clients with allied health care services and, in particular, to best attend to and treat the presenting concerns and conditions; or
- contact our clients to provide advice or information in relation to the why in which the service will be provided; or
- administer and manage those services including charging, billing and collecting debts; and
- as required by Australian legislation.

Types of information we collect and store about you_____

We may collect personal and health information from third parties including, but not limited to:

- our client's parent, guardian, legal advisor or other authorised representative; or
- other health service providers that our client has attended; or
- other health professionals that have treated our client; or
- a client's family member; or
- other persons or organisations that possess personal and health information reasonably required by MOVEability to assist us in the providing allied health services to our clients

The type of information that we collect about our clients include, but is not limited, to the following;

- names;
- date of birth;
- gender;
- residential address;
- emails;

- telephone numbers;
- health fund details;
- Medicare details;
- medical referrer details (for example; referring General Practitioners, and Medical Practitioners); and
- any other personal and health information that is reasonably deemed fit and necessary for the provision of paediatric health services to you.

MOVEability will not collect Sensitive Information about a client unless;

- prior consent to the collection of that type of information and that information is reasonably necessary for the provision of paediatric allied health services; and/or
- if we are required or authorised to do so pursuant to any Australian law, rules or regulations.

How we hold your information_____

MOVEability stores your personal and health information in electronic form in its practice database software known as Halaxy and no matter in which form your personal and health information is stored, the terms of this Privacy Policy will be applicable to that information.

How do we use your information_____

MOVEability only uses your personal and health information for the purposes you have given that information to us unless disclosure of your personal and health information is required for the purposes of:

- continuity of care with other allied health service providers involved in our client's treatment or diagnostic services; or
- providing a client with further information about treatment options; or
- conveying information to a responsible person including a parent, guardian or spouse when a client is incapable or cannot communicate, unless the client has requested otherwise;
- conveying information to close family members in accordance with the recognised customs of allied health practice; or
- management, funding, service monitoring, planning, evaluation and compliant handlings; or
- legislative and regulatory compliance; or
- quality assurance or clinical audit activities; or
- billing and debt recovery; or
- addressing liability indemnity arrangements including reporting to our insurers and legal representatives;
- preparing the defence for anticipated or existing legal proceedings; or
- activities directly related to the provision of health services to an individual where the individual would reasonably expect disclosure.

Independent Contractors_____

MOVEability Therapy for Kids may outsource our services or hire contractors to perform professional services within our practice and if we do so we require all contractors to comply with the Privacy Act and our Privacy Policy.

Access to and correction of your information

All client files that include personal and health information are the property of MOVEability Therapy for Kids.

You have the right to have access to the personal and health information that we hold in your health record subject to certain legal exceptions, as set out in the APP 12 in relation to Access to Personal Information being;

- MOVEability Therapy for Kids reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
- giving access would have an unreasonable impact on the privacy of other individuals; or
- the request for access is considered or deemed frivolous or vexatious; or
- the information relates to existing or anticipated legal proceedings between MOVEability Therapy for Kids and the individual, and would not be accessible by the process of discovery in those proceedings; or
- giving access would reveal the intentions of MOVEability in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- giving access would be unlawful; or
- denying access is required or authorised by or under an Australian law or a Court or Tribunal Order; or
- MOVEability has reasons to suspect that unlawful activity, or misconduct of a serious nature, that relates to MOVEability' functions or activities has been, is being or may be engaged in and giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
- giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- giving access would reveal evaluative information generated within the organisation in connection with a commercially sensitive decision-making process.

MOVEability may, on your written and signed request, disclose your personal and health information to your legal representative or other authorised representative.

You can also request an amendment to your personal and health information if you believe that information is inaccurate, out of date, incomplete or misleading.

MOVEability will allow access or make the requested changes unless there is a reason under the Privacy Act or other relevant law to refuse such access or refuse to make the requested changes.

If MOVEability does not agree to change your personal and health information in accordance with your request, we will permit you to make a written statement of the requested changes and file a copy of that statement on your medical record.

Should you wish to obtain access to or request changes to your health record you can ask our Privacy Officer (details as stated herein below), who can give you more detailed information about MOVEability' access and correction procedure.

Use of Artificial Intelligence (AI) _____

MOVEability may occasionally utilise artificial intelligence (AI) tools to assist with dictation and rephrasing of clinical reports and documentation. Where AI is used, information is de-identified prior to being entered into AI applications to protect participant privacy and confidentiality. AI is used solely as a documentation aid and does not replace professional clinical judgement. All AI-generated content is reviewed and verified by the treating physiotherapist prior to finalisation. MOVEability takes reasonable steps to ensure that AI tools are used in a manner consistent with applicable privacy and information security requirements.

Complaints retaining to privacy _____

MOVEability takes complaints and concerns regarding privacy seriously. In the event:

- you have questions or comments about this Public Policy; or
- MOVEability does not agree to provide you with access to your personal and health information; or
- you have a complaint about our information handling procedures,

You can lodge a complaint with or contact our Privacy Officer by using the contact details as stated below in the “contact us” section:

You also have the legal right to lodge a complaint in writing to the Office of the Australian Information Commissioner (OAIC) by visiting www.oaic.gov.au and using the online Complaint Form or in writing and posted to:

Office of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

For further information kindly visit www.oaic.gov.au or call the OAIC on 1300 363 992.

Contact us_____

Privacy Officer

By Letter: PO Box 1071 FIRLE, SA, 5071

By Email: admin@moveability.com.au

By Telephone: 0413 493 722

Privacy Policy Version_____

This Privacy Policy was last updated on 18th November 2026 and may change time to time in accordance with changes to the Privacy laws.

This Policy will be reviewed regularly to ensure that it is in accordance with changes that may occur by virtue of any amendment to the Privacy laws.

The updated Policy can be found in the MOVEability website or you can contact MOVEability to ensure that you have the latest version of this Privacy Policy.

Frequency	Annual	**Author**	Hayley Fisher
Next Review	November 2027	**Approved By**	Hayley Fisher
Version	1.1		