



Privacy Policy – Essbee Myotherapy

Effective Date: 26 January 2025

Last Updated: 31 July 2025

At Essbee Myotherapy, we value your privacy and are committed to protecting your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988.

This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal and health information.

1. What Information We Collect

We collect information that is necessary to provide you with safe and effective Myotherapy services, including:

- **Personal details:** Name, date of birth, contact information (phone, email, address)
- **Health information:** Medical history, current health concerns, medications, treatment notes
- **Payment details:** For billing and health insurance claims (e.g., HICAPS)
- **Emergency contact information**

2. How We Collect Your Information

Your information is primarily collected through:

- Intake forms completed by you
- Information shared during consultations or appointments
- Communication via phone, email, or online booking platforms



- Referrals from other healthcare professionals (with your consent)

3. Why We Collect Your Information

We collect your information for purposes such as:

- Providing safe and appropriate Myotherapy treatment
- Managing appointments and billing
- Communicating with you about your care or clinic updates
- Fulfilling legal and professional obligations (e.g., record-keeping, reporting adverse events)

4. How Your Information is Stored

Your records are stored securely using:

- Encrypted practice management software
- Secure physical storage for paper records (if applicable)
- Access controls and confidentiality agreements for all staff

5. Disclosure of Personal Information

Your information may be shared:

- With other healthcare providers when needed for your treatment (with your consent)
- With insurers (e.g., WorkCover, TAC, or private health funds) if you submit a claim
- If required by law (e.g., subpoena, court order)
- In an emergency, to protect your health or the health of others

We will not sell or disclose your information to unrelated third parties.



6. Accessing and Updating Your Information

You have the right to access your personal information or request corrections. Please contact us in writing, and we will respond within a reasonable timeframe.

7. How Long We Keep Your Information

We retain health records for a minimum of 7 years, or until a minor turns 25, in line with legal obligations.

8. Website and Online Bookings

If you book online or use our website:

- We may collect your IP address and browsing data using cookies (for website performance and security).
- Any third-party booking platform we use (e.g., Cliniko, Nookal) also complies with privacy legislation.

9. Questions or Complaints

If you have questions, concerns, or complaints about how we handle your privacy, please contact:

ESSBEE MYOTHERAPY

essbeersm@gmail.com

0423 805 540

5 Limeburner Gr

Botanic Ridge, VIC 3977

We take all privacy concerns seriously and will aim to resolve your complaint promptly. You can also contact the Office of the Australian Information Commissioner (OAIC) if needed.

10. Policy Updates

This policy may be updated occasionally to reflect changes in law or practice. The most current version will be available at our clinic and on our website.