



Privacy Policy

Colombo Chiropractic

At Colombo Chiropractic, care is collaborative, evidence-informed and directed toward improving function, capacity and long-term health outcomes. Please read this document carefully before signing. Full versions of the Privacy Policy, Website Terms & Conditions and Cancellation & Refund Policy are available on our website or upon request.

1. Privacy Collection Statement

1.1 Colombo Chiropractic collects your personal information, including your:

Name	Date of birth	Address
Contact details	Health information	Medical history
Referral information	Emergency contact details	Payment details

For the purpose of providing safe and individualised chiropractic care, maintaining accurate clinical records, communicating with you regarding appointments and care plans, processing payments and health fund claims, managing accounts, and complying with legal and professional obligations under the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs).

1.2 Your health information is classified as sensitive information under Australian law and is handled with strict confidentiality in accordance with applicable privacy legislation.

1.3 Personal information is collected directly from you where practicable, including through intake forms, consultations, online bookings, website contact forms, electronic communications and telephone enquiries. In some circumstances, information may be collected from referring practitioners, other healthcare providers, insurers or authorised representatives with your consent or as otherwise permitted by law.

1.4 Where clinically relevant and with your consent, information may be shared with other healthcare providers involved in your care to support collaborative and coordinated treatment.

1.5 Information may also be disclosed where required or authorised to Medicare, private health insurers, third-party payment processors, practice management software providers, IT service providers, professional indemnity insurers, accountants, debt recovery agents (where accounts remain unpaid), or regulatory authorities as required or authorised by law.

1.6 We do not sell, trade or rent your personal information to any third party.

1.7 All records, whether electronic or physical, are stored securely and protected against misuse, interference, loss, unauthorised access, modification or disclosure. Reasonable steps are taken to safeguard information, including password protection, encryption where applicable, restricted access controls and secure data storage systems.

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1.8 Clinical records are retained in accordance with Australian legal requirements, including a minimum of seven years from the date of last entry for adults and until at least age twenty-five for minors.

1.9 Some third-party service providers (including cloud-based practice management or data storage providers) may store data on servers located outside Australia. Where this occurs, reasonable steps are taken to ensure such providers comply with Australian privacy obligations and maintain appropriate data security standards.

1.10 Our website may collect non-identifying information including IP addresses, browser type, device information and website usage data through cookies and analytics tools. This information is used to improve website performance, user experience and service delivery. You may disable cookies in your browser settings; however, some website functionality may be affected.

1.11 We will not use your personal information for direct marketing without your consent. Where you consent to receive marketing or health-related communications, you may opt out at any time.

1.12 You may choose to remain anonymous or use a pseudonym when making general enquiries; however, it is not practicable to provide healthcare services without collecting identifying information.

1.13 You may request access to, or correction of, your personal information at any time. Requests must be made in writing and identity verification may be required before access is granted. We will respond within a reasonable timeframe in accordance with applicable legislation.

1.14 If you believe your privacy has been breached, you may submit a written complaint to Colombo Chiropractic, email colombochiro@outlook.com. We will investigate the matter and respond in writing. If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner.

1.15 In the event of an eligible data breach, affected individuals and the Office of the Australian Information Commissioner will be notified in accordance with the Notifiable Data Breaches scheme under the Privacy Act 1988 (Cth).

2. Availability and Updates

2.1 This Privacy Policy is available on our website and may be provided in hard copy upon request.

2.2 We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory requirements or practice operations. The most current version will be available on our website.



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Acknowledgement

I acknowledge that the full Privacy Policy and Website Terms & Conditions are available to me and I understand how my personal information is collected, used, stored and protected.