



# Our practice and your privacy

## Privacy at a glance

**The provision of safe and quality care is our principal concern. This requires a strong relationship between the practitioner and the client/owner based on trust and confidentiality.**

Equine Biomechanics regards your information as confidential. Your personal information is handled in accordance with the practice's privacy policy and is consistent with Commonwealth and State/Territory law.

Equine Biomechanics respects your privacy and is committed to protecting your information. Your privacy is important to us because we value your support.

The security of your personal information is extremely important to us, however please remember that no method of transmission over the internet or electronic storage is 100% secure. While we strive to ensure your information is protected, we cannot guarantee its absolute security

## Information Collection, Use and Access

We use your personal information only for the use of providing quality service and improving our website. While using our site, we may request certain personal information (including, but not limited to your name) that can be used to contact or identify you. By using our website, you agree to the collection and use of information in accordance with this policy.

Like many website operators, we collect information that your browser sends whenever you visit our site (Log Data). Log Data may include information such as your computer's IP address, browser type, browser version, the pages of our site that you visit, time and date of your visit and time spent on those pages and other statistics.

We may use your personal information to contact you in relation to your bookings.

You have the right to access your information. You may ask to view the information or ask for a copy of a part or of the whole record. You are not required to give reasons, but you may be asked to clarify the scope of the request.

Often a request will need to be in writing. Access to some information may be limited in some circumstances, but in such an event we will advise you of the reasons.

Under the Privacy Principles, the practice may charge a fee if it incurs costs in providing access, particularly if records need to be copied. Typically, it's about \$25 but may be higher for larger files. If you find that the information held is not accurate or complete, you may have that information amended accordingly.

Equine Biomechanics will not provide your personal information to any other individuals or organisations unless:

- A. We have your prior consent, except where we are required by law to disclose your personal information; and
- B. We are required to provide it to third party service providers in order for them to provide services to Equine Biomechanics. In such cases, we will ensure our service providers understand their obligations to comply with the Privacy Act and Privacy Amendments to keep your personal information secure and confidential.

Equine Biomechanics keeps photo records of our Equine clients. These photos are provided to owners and are available to all owners upon request. Photos will not be published or made available to the public, nor will they be shared online or with other clients, unless prior approval has been given.

We will only seek information that is relevant to your horses health. This information is generally collected directly from you or otherwise with your consent. However, from time to time we may receive information from others (for example, X-ray images and referrals from other practitioners). When this occurs, we will wherever possible make sure you know we have received this information.

## Have some questions?

- > If you have questions or concerns related to the privacy of your information, you should discuss these with the receptionist or your practitioner via email [hello@equinebiomechanics.info](mailto:hello@equinebiomechanics.info) or text/call 0424 077 094.
- > If you are dissatisfied, contact the Office of the Australian Information Commissioner at 1300 363 992 or access further information via [www.oaic.gov.au](http://www.oaic.gov.au).