

Protecting Your Privacy

Keep Us Informed

Help us to keep you informed. If any of your information has changed please email or ring us with the changes - today.

Audrey Burking & Greg Horgan are committed to providing our clients with the highest levels of service, including the protection of clients' privacy. Following is the information that the Privacy Act requires us to communicate to our clients. Audrey Burking and Greg Horgan provide a range of practitioner services including: Physiotherapy, Shiatsu and Yoga (Audrey Burking): Acupuncture & Life Coaching (Greg Horgan).

Your Personal Information

Personal information held by Audrey Burking and Greg Horgan may include your name, date of birth, current and previous addresses, telephone/mobile phone numbers, e-mail address, without which Audrey Burking and Greg Horgan may not be able to provide you with the services you require, or the level of service on which we pride ourselves. Other information, which we will collect, and hold (as a direct consequence of practitioner consultations only) includes, but is not limited to, your patient symptom profile, medical history and treatment details.

How Personal Information is Collected

Audrey Burking & Greg Horgan collect personal information in a number of ways, including: directly from you, when you provide information at treatment sessions and from third parties such as your parents (if you are under 16)

How We Use Your Personal Information

Your personal information may be used by us in order to:

provide the services you require;

administer and manage those services, including charging, billing and collecting debts

inform you of ways the services provided to you could be improved;

research and develop our services;

gain an understanding of your needs in order for us to provide you with a better service; and maintain and develop our business systems and infrastructure, including testing and upgrading of these systems.

Your personal information is also collected to promote and market other services directly to you, which we consider may be of interest to you. If you do not wish us to contact you regarding other services please call 5333 2595 or email us (link below) and ask for your name to be removed from our mailing list.

When Audrey Burking and/or Greg Horgan Disclose Your Personal Information

For the purposes set out above Audrey Burking and/or Greg Horgan may disclose your personal information to:

other practitioners for referral purposes only (and only with your written permission, and only that which you would have us pass on). In these instances we will give you the information to take with you, we will not discuss your details with any practitioner directly, unless you are present at the time.

Private Health Funds for payment of your refunds, but only with your written permission. The only exception to this will be to verify receipt details, should that be requested.

Government and regulatory authorities and other organisations, as required or authorised by law.

We will not provide written reports to legal firms unless the following criteria are first met:

a written request from yourself and the legal firm requiring the report;

payment for the report prior to it being sent, and at our set rate; and

a release form signed by you stating that you have read the report and agree for it to be sent to the legal firm concerned.

When Audrey Burking & Greg Horgan Do Not Disclose Your Personal Information

Audrey Burking & Greg Horgan have a policy of not providing patient names to outside parties other than that which is detailed in the latter section, unless the supply of that information has been directly or impliedly authorised (such as updating postal addresses).

When advertising material is forwarded to you (ie. newsletters and/or service offers) it is done so via our clinic (ie Audrey & Greg personally affixing the address labels to the individual envelopes). We do not, nor will we ever allow a third party to do this. In the case of emails, it is done by Audrey Burking and/or Greg Horgan personally and directly to you, under a group identification tag only. Your email address is therefore not (knowingly) identifiable by third parties.

If we need to contact you personally we first do so by the means you identified as your preference during your initial consultation, and as recorded on your file at that time.

Help us to Ensure Information Held is Correct

Audrey Burking & Greg Horgan take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide us. We therefore recommend that you: advise us of any errors in your personal information in writing; and keep us up to date with changes to personal information such as your name or address contact details.

You Can Access Your Personal Information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please advise Audrey Burking or Greg Horgan. For security reasons, such a request is required to be in writing.

Audrey Burking & Greg Horgan reserve the right to charge a fee for searching for and providing access to your information. Should fees become payable for accessing personal information, details of the charges will be provided to you, in writing, at the time of your request.

If you have any questions in relation to privacy, please contact us by phone - 5333 2595 - between 9.00 am and 5.00pm, Monday to Friday. Alternatively, you can write to us at EastWest Therapies, 109 Eyre Street, Ballarat, 3350

*Thank you
Greg Horgan and Audrey Burking*