

Personal information collection notice

My Local Physio Plus

ABN 64 161 609 249

Personal information collection notice

What do we mean by personal information?

Personal information is information or an opinion about an identified individual or an individual who is reasonably identifiable.

The personal information we may collect about you includes but is not limited to:

- contact details (such as your name, postal address, street address, email address and telephone number);
- biographical data (such as your date of birth, place of birth and gender);
- employment status and history (such as previous employment);
- education status;
- financial information (such as bank account details);
- government related identifiers (such as Medicare Reference Numbers and Individual Healthcare Identifiers);
- information about your family and other persons who may have an interest in your services or goods purchased with us (such as partners, children, dependants, carers or authorised representatives), including people we may contact in the case of an emergency;
- information relating to feedback, complaints or applications you have made;
- information about our relationship with you, such as the services and supports you receive or may be interested in; and
- video or audio recordings.

Sensitive information is a subset of personal information that requires greater protection under the *Privacy Act 1988* (Cth). Unless we state otherwise, whenever we refer to *personal information* in this document, we are also referring to *sensitive information*.

Sensitive information includes information about your:

- sexual orientation or practices;
- racial or ethnic origin, including languages you speak;
- religious beliefs or affiliations;
- philosophical beliefs;
- membership of a professional or trade association or trade union;
- health information;
- genetic information;
- biometric information or templates; or
- criminal record.

Who is collecting your personal information?

Your personal information is being collected by My Local Physio Pty Ltd (t/as My Local Physio Plus) ABN 64 161 609 249.

Our contact details are as follows:

Contact person: Steve Olech - Director

Phone: 08 7325 6611

Email: enquiries@mylocalphysioplus.com.au

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<p><i>From whom is your personal information being collected?</i></p>	<p>Generally, we will collect your personal information directly from you.</p> <p>Sometimes we will collect your personal information from someone else, where we are lawfully entitled to do so. For example, it may be unreasonable or impracticable for us to collect it directly from you. You might reasonably expect your other healthcare providers to share the personal information with us, in connection with your agreement to use our services or purchase goods.</p>
<p><i>Why is your personal information being collected?</i></p>	<p>We collect your personal information for the following purposes:</p> <ul style="list-style-type: none"> • to enable communication with your emergency contacts and authorised representatives; • to enter into and administer any applicable membership terms and conditions with you; • to implement recurring payment or other invoicing requirements if they are applicable to any classes you are participating in; • to evaluate the goods and services being provided to you; • to assess whether you are medically fit to participate in our services including classes; • to conduct other administrative functions which are relevant to how we provide our services to you, including but not limited to accounting, administration, human resources, information technology and legal support; • to introduce you to, or work in conjunction with other healthcare providers; • to transition you to other healthcare providers in the future, if and when you decide to cease any services agreements with us; • to record communications with you; and • to distribute our publications and promotional materials to you;
<p><i>What happens if your personal information is not collected?</i></p>	<p>If you do not provide us with your personal information, you may be unable to participate in our services, either to the same standard or at all. For example, the nature of the following services means that we cannot deal with you anonymously or using a pseudonym:</p> <ul style="list-style-type: none"> • Physiotherapy • Exercise Physiology • Group Exercise Classes including Pilates • Remedial Massage • Acupuncture • Psychology • Dietetics <p>In addition, we may be unable to provide you with information about services that you are interested in, or tailor our content to meet your preferences.</p>
<p><i>To whom will your personal information be disclosed?</i></p>	<p>Your personal information will be disclosed to:</p> <ul style="list-style-type: none"> • other related companies of My Local Physio Plus; and • payment processing or information technology service providers, including those who manage our practice management software; and <p>We encourage you to consult their privacy policies for further information about how they handle your personal information. In that respect, as at 1 January, 2026, we will be utilising Pogozo practice management software, whose privacy policy is available on their website at https://pogozo.com. It is unlikely we will disclose your personal information overseas and Pogozo has confirmed that it stores personal information on our behalf within Australian data centres.</p>
<p><i>Access to, correction of and making complaints about personal information</i></p>	<p>Please refer to our privacy policy for information on how to access, complain or request an amendment of your personal information. Our privacy policy is available on our website at https://www.mylocalphysio.com.au or you can request a copy of it by contacting us on the details set out above.</p>