

Privacy Policy

My Local Physio Pty Ltd

Effective Date: 1st January, 2026

My Local Physio Pty Ltd ABN 64 161 609 249 trading as **My Local Physio Plus** (**we, us, or our**) is an entity which is bound by the *Privacy Act 1988* (Cth) (**Act**) and the *Australian Privacy Principles*. This Privacy Policy describes how we manage your personal information.

Your interactions with us might include but are not limited to, navigating our website located at <https://mylocalphysioplus.com.au> (**Website**), attending our premises, enquiring about or engaging our physiotherapy, exercise physiology, group classes, pilates or other healthcare services in South Australia (**Services**). We may also sell products to you in connection with the provision of our Services (**Goods**).

If you do not agree with us handling your personal information in the manner set out in this Privacy Policy, you should not provide us with any personal information and we will refrain from providing our Goods or Services to you. From time to time, we may amend this Privacy Policy. Please make sure you review our Privacy Policy each time you visit our Website to keep up to date with any changes. Alternatively, you can request a copy from us, using the details set out in paragraph 12 of this Privacy Policy.

1. What is personal information and what kinds of personal information do we collect and hold?

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

The kinds of personal information we may collect and hold about you depends on how you interact with us. By way of non-exhaustive examples, we may collect and hold:

- your name, phone number, street address, postal address, email address, date of birth, gender, signature and occupation, when you enquire about or purchase our Goods or Services;
- financial information (including your bank account details), when you enquire about or purchase our Goods or Services;
- your government related identifiers (including your Individual Healthcare Identifier, Medicare number, NDIS reference number or Department of Veterans' Affairs number), when you purchase our Goods or Services;
- information about your family or other individuals with whom you have a relationship (such as any authorised representatives, carers, children, dependents or partners), including the contact details of individuals we may contact if you suffer an emergency;
- the location of your computer's IP address and the computer system you are using, when you browse our Website or interact with our practice management software;
- details of how you interact with us, including via the Website, in-person or online;

- your employment history, educational or training qualifications and criminal record, if you are applying for an employment or volunteer position with us;
- photographs or CCTV recordings in which your image appears, when you attend our premises.

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

Sensitive information includes:

- health information;
- genetic information;
- biometric information or templates;
- racial or ethnic origin;
- religious beliefs or affiliations;
- sexual orientation or practices;
- philosophical beliefs;
- membership of a professional or trade association or trade union; and
- criminal records.

2. How do we collect and hold your personal information?

We collect personal information directly from you, when providing our Goods and Services or as part of our marketing activities. This may occur when we contact you via email, over the phone, in person or during your interactions with our Website or practice management software.

We may also collect personal information from publicly available sources or third parties who you have authorised us to deal with, to enable our provision of the Goods and Services. For example, we may collect personal information from your other healthcare providers.

We hold your personal information in electronic and hard copy records.

3. Why do we collect, hold and use your personal information?

We collect, hold and use your personal information for various reasons, including:

- to provide our Goods and Services to you;
- to assess your physical and mental fitness to participate in any of our pilates and group exercise classes;
- to develop, improve or refine our Services;

- to facilitate recurring payments for your membership of our pilates and group exercise classes;
- to provide information about our Goods and Services, as well as to drive engagement with our business;
- to send information that you request or to respond to your enquiries;
- to comply with our legal obligations and for auditing/quality assurance purposes;
- to enable us to make use of third-party service providers whose products or services are used to provide our Goods and Services to you;
- to assess the employability of job applicants;
- to cooperate with law enforcement bodies and government agencies where required by law;
- for security and verification of identity purposes; and
- to update our records and keep your personal information up to date.

Other than sensitive information, our collection of your personal information may extend beyond the uses described above but will be restricted to purposes that are reasonably necessary for, or directly related to, our functions and activities.

We will only collect your sensitive information if:

- it is reasonably necessary for one or more of our functions and activities; or
- we are authorised to do so under the Act.

We will only use your personal information for the particular purpose(s) for which it was collected, unless:

- you have provided your consent to use it for some other purpose(s); or
- we are authorised under the Act to use it for some other purpose.

4. Who do we share your personal information with?

We may disclose your personal information to the following types of third parties:

- other healthcare professionals and allied health providers involved in your care, such as general practitioners, pathology service providers, radiologists and specialists;
- our service providers and contractors, such as entities that store your personal information, verify your identity or process payments on our behalf;
- other third parties with whom we have commercial relationships, for business and related purposes such as accountants, financial institutions, information technology service providers and solicitors; and

- law enforcement or government agencies as required by law.

Again, we will only disclose your personal information for the particular purpose(s) for which it was collected, unless:

- you have provided your consent to disclose it for some other purpose; or
- we are authorised under the Act to disclose it for some other purpose.

We may also disclose your de-identified information to third parties for analysis, research and quality assurance purposes.

5. How do we hold and secure your personal information?

We store hard copies and electronic copies of your personal information. Where appropriate, electronic copies of personal information are secured using password protected computers and databases, in combination with multi-factor authentication and anti-virus/anti-malware software. Our physical premises are also secured with locks to protect hard copies of your personal information.

Where personal information is no longer required by law or for the purposes set out in this Privacy Policy, we ensure that such personal information is destroyed or de-identified.

6. Do we send your personal information overseas?

We are an organisation based in South Australia. The service providers we use for our business may have arrangements which store or disclose personal information outside of Australia.

For example, as at 1 January, 2026, we use the following service providers that may have access to your personal information. We suggest that you consult their privacy policies from time to time, for further details of how they will handle your personal information:

- Our Practice Management Software - Pogozo at <https://pogozo.com>;
- VALD Performance – is an athlete testing platform. It is likely to collect behavioural information in connection with an athlete's physical performance. Details collected are first and last name, email address, year of birth
- Tyro Health – is a payment processing platform. It is likely to collect government related identifiers and other sensitive information. It is used for Medicare and DVA. Details collected are Name, DOB, phone no. Medicare No.

7. Do we use your personal information for direct marketing?

We use your personal information for our direct marketing activities, including providing you with event invitations, newsletters or information about additional Goods or Services that we may introduce from time to time. If you receive direct marketing materials from us, and do not wish to continue receiving them, please contact us by any of the methods set out below or by using the unsubscribe function in any of those materials. Once we have received your request,

we will remove you from our direct marketing communications as soon as reasonably practicable.

8. How can you access personal information we hold about you?

If you wish to access any personal information we hold about you, please contact our office on any of the methods below:

Phone: 08 7325 6611

Email: enquiries@mylocalphysioplus.com.au

Post: The Privacy Officer
My Local Physio Pty Ltd
Shop T5, The Stables Shopping Centre
1495-1497 Golden Grove Road
GOLDEN GROVE SA 5125

We will review your request and may require you to provide further information, to verify your identity.

A reasonable administrative fee that covers our time spent in locating, collating and retrieving the personal information (together with the costs of postage) may be charged to cover our costs in providing you with access. We will notify you of the administrative fee before it is incurred, so that you have the option of altering your request for access.

We will respond to your request within a reasonable period by either providing you with access, or if we refuse your access request, by providing you with reasons. By way of non-exhaustive examples, requests may be denied where: (a) we believe your request is frivolous or vexatious; (b) we are entitled or required to reject a request under the Act; (c) giving access would be unlawful; or (d) giving access would have an unreasonable impact on the privacy of other individuals. If we refuse to give access, or to give access in the manner you have requested, we will provide you with a written notice setting out:

- the reasons for the refusal, except to the extent it would be unreasonable to do so (having regard to the grounds for refusal);
- the complaint mechanisms available to you; and
- any other matters prescribed by regulations made under the Act.

9. How can you correct personal information we hold about you?

If you believe that any personal information we hold about you is inaccurate, incomplete or out-of-date, please contact our office on any of the methods below:

Phone: 08 7325 6611

Email: enquiries@mylocalphysioplus.com.au

Post: The Privacy Officer
My Local Physio Pty Ltd
Shop T5, The Stables Shopping Centre

1495-1497 Golden Grove Road
GOLDEN GROVE SA 5125

We will review your request and respond to it within a reasonable period. If we do not consider that the personal information is inaccurate, incomplete or out-of-date, we will let you know and provide our accompanying reasons. You may ask us to include a statement (to accompany the personal information), recording your view that the personal information is inaccurate, incomplete, misleading or out-of-date.

10. Can you deal with us anonymously or using a pseudonym?

You can deal with us either anonymously or by using a pseudonym. However, if you do so, we may be unable to provide you with accurate or useful information, and you may be unable to access the full range of our Goods or Services. Further, we may be unable to adequately investigate any incidents or complaints made to us.

11. How can you make a complaint?

If you have a question or complaint, you can contact Steve Olech of our office using any of the methods below:

Phone: 08 7325 6611

Email: steve@mylocalphysioplus.com.au

Post: Mr Steve Olech
Director
My Local Physio Pty Ltd
Shop T5, The Stables Shopping Centre
1495-1497 Golden Grove Road
GOLDEN GROVE SA 5125

We take all complaints seriously and will respond to you within a reasonable period of time. If we are unable to resolve your complaint within a reasonable period of time, we will seek to agree an extension of time with you to resolve the matter.

If you are not satisfied with the way we have handled your complaint, you can make a complaint to the Office of the Australian Information Commissioner at www.oaic.gov.au.

12. How can you contact us?

If you have questions about how we manage your personal information or would like a printed or emailed version of this Privacy Policy, you may contact Steve Olech of our office using any of the methods below:

Phone: 08 7325 6611

Email: steve@mylocalphysioplus.com.au

Post: The Privacy Officer
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