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Privacy Policy

Last updated: 5 June 2026

1. Introduction

I am committed to protecting the privacy of my patients and to meeting or going beyond my obligations under the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

This Privacy Policy explains how I collect, use, disclose, store and protect your personal information and health information.

2. About This Practice

I practise as a sole trader under the name John Smartt, Osteopath, from the locations on this letterhead.

If you have any questions about this Privacy Policy or the way your information is handled, please contact me.

3. Information I Collect

To provide osteopathic assessment and treatment, I collect information that is relevant to your care. This may include your name, address, telephone number, email address, date of birth, health history, medical information, clinical notes, treatment records, medication information, referral letters, healthcare correspondence and billing information.

Although I do not routinely collect Medicare details, they may appear in correspondence received from other healthcare providers and may be used when responding to those providers. I do not routinely collect private health fund details, although these may be processed through HICAPS when payments are made. Emergency contact details will be collected for minors, but are not normally collected otherwise unless there are specific reasons to do so.

4. How Information Is Collected

I collect information directly from you during consultations, through online bookings, by telephone, email and other communications relating to your care.

I may also receive information from general practitioners, specialists, allied health practitioners, hospitals, insurers, legal representatives, parents or guardians of minors, and other healthcare providers involved in your treatment.

Where reasonable and practical, I will collect information directly from you.

5. Why I Collect Information

I collect, use and hold personal information to provide osteopathic assessment and treatment, maintain clinical records, communicate with you regarding appointments and healthcare matters, prepare reports and correspondence, liaise with other healthcare providers involved in your care, process payments, comply with legal and professional obligations, and manage the operation of my practice.

6. Communications

I may use your contact details to send appointment reminders by SMS or email and to communicate information relevant to your healthcare.

From time to time, I may also provide information about services offered by the practice. You may opt out of non-clinical communications at any time.

7. Disclosure of Information

Your personal information may only be disclosed where reasonably necessary for your healthcare or where disclosure is required or authorised by law.

This may include disclosure to other osteopaths who may treat you, general practitioners, specialists, allied health practitioners, hospitals, insurers, legal representatives, government agencies and regulatory bodies.

Where practical, I will obtain your consent before disclosing information to third parties.

8. Third-Party Service Providers

I use Cliniko software for appointment management and practice administration, HICAPS for payment processing, and electronic systems for maintaining clinical records and billing information.

I also use electronic transcription tools to assist with the preparation of clinical records. Appropriate safeguards are maintained to protect patient confidentiality and health information. I ask patients individually whether they are comfortable with this. You have full permission to decline from having transcription tools listen to and summarise treatments. You may also withdraw permission for this at any stage.

Where transcription services are used I do not provide them with enough information to identify individual patients.

Third-party service providers may have their own privacy and security practices, and I take reasonable steps to ensure that providers handling personal information maintain appropriate standards of privacy and security.

9. Overseas Disclosure

Some technology providers used by the practice may store or process information on servers located outside Australia.

Where personal information is disclosed overseas, I take reasonable steps to ensure that service providers handle that information in a manner consistent with Australian privacy obligations.

10. Storage and Security

Patient records are stored electronically. I take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification and disclosure. I use a stand-alone computer and stand-alone backup storage for this. No patient information is stored in the cloud except booking-relevant information on the Cliniko system. I do not use Cliniko for patient notes.

Your electronic records in local systems have double password protection. The computer and backup discs are protected, and the database information within them is also encrypted and under separate password protection.

I do not keep banking details or health insurance details apart from what is printed out from the HICAPS terminal. This is stored securely for seven years.

The only paper records I retain are terminal receipts and copies of tax invoices (which do not include your credit card or banking details). These are stored securely as required by law, and destroyed after seven years.

While every reasonable effort is made to protect your information, no electronic system can guarantee complete security.

11. Access and Correction

You may request access to your medical records.

I may need to verify your identity before providing access. Access will only be refused in circumstances required by law.

If you believe that information I hold is inaccurate, incomplete or out of date, please advise me and I will correct it.

12. Retention of Records

Health records are retained in accordance with applicable legal, regulatory and professional requirements. When records are no longer required to be retained, they will be securely destroyed or de-identified.

13. Website Information

When you visit my website, certain technical information may be collected automatically, including your IP address, browser type, device information and pages visited. The website may also use cookies or similar technologies to improve functionality and user experience. I will not access or make use of this information, apart from the use the website makes of it automatically.

14. Privacy Complaints

If you have concerns about the way your personal information has been handled, please contact me in the first instance.

I will attempt to resolve it as soon as possible.

If you are not satisfied with my response, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au or 1300 363 992.

15. Notifiable Data Breaches

In accordance with the Notifiable Data Breaches scheme under the Privacy Act 1988, we will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) if a data breach occurs that is likely to result in serious harm to individuals whose personal information is involved.

15. Changes to This Policy

I may update this Privacy Policy from time to time. The current version will be available on my website.