

Privacy Policy

Effective date: 22 June 2026

Last reviewed: 22 June 2026

Atlas Chiropractic (“Atlas Chiropractic”, “we”, “us” or “our”) is committed to protecting the privacy of the personal and health information we collect, hold, use and disclose in the course of providing chiropractic and allied clinical services.

This Privacy Policy explains how we manage personal information in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and the 13 Australian Privacy Principles (APPs) set out in Schedule 1 of that Act. As a health service provider, Atlas Chiropractic is bound by the Privacy Act and the APPs regardless of annual turnover, because the information we hold about patients constitutes health information — a category of sensitive information attracting additional protections under the Act.

This policy applies to all personal information handled by Atlas Chiropractic at Shop 11 Woodvale Shopping Centre, Woodvale WA 6026, including information collected in clinic, by phone, by email, or through our website or online booking systems.

1. What This Policy Covers

This policy sets out:

- the kinds of personal information we collect and hold
- how we collect and hold personal information
- the purposes for which we collect, hold, use and disclose personal information
- how you may access and seek correction of your personal information
- how you may complain about a breach of the APPs, and how we will deal with such a complaint
- whether we are likely to disclose personal information to overseas recipients, and if so, the countries in which such recipients are likely to be located
- our use of computer programs and automated tools, including AI-assisted documentation tools, in our practice

2. The Kinds of Personal Information We Collect and Hold

In the course of providing chiropractic care, we collect and hold a range of personal information, including health information, which is treated as sensitive information under the Privacy Act and afforded a higher standard of protection.

2.1 Personal information

- name, date of birth, gender and contact details (address, phone number, email)
- emergency contact details
- Medicare number, private health insurance details, and Department of Veterans' Affairs details, where relevant
- billing and payment information

2.2 Health information

- medical history, presenting complaints, symptoms and clinical findings
- results of physical examinations, orthopaedic and neurological testing
- diagnostic imaging reports and results (e.g. X-ray, MRI, ultrasound)
- treatment notes, clinical records, and progress notes
- referral letters to and from general practitioners, specialists and other allied health providers
- correspondence with health funds, Medicare, the Department of Veterans' Affairs, workers' compensation insurers, and the Insurance Commission of Western Australia, where a claim or referral is involved
- information provided by other treating practitioners, with your consent

3. How We Collect Personal Information

Wherever practicable, we collect personal information directly from you — for example, when you complete a new patient intake form, attend a consultation, make a booking, or communicate with our reception staff by phone, email or in person.

In some circumstances, we may collect personal information from a third party, including:

- a referring general practitioner or specialist
- another treating allied health practitioner, with your consent
- your health fund, Medicare, or an insurer, where you have made a claim involving our services
- a family member or representative, where you are unable to provide information yourself (for example, in an emergency)

If you contact us anonymously or under a pseudonym, we will try to accommodate this where it is lawful and practicable to do so. However, in most cases we will need to collect identifying and health information from you in order to provide safe and effective clinical care, and we may not be able to provide chiropractic treatment without it.

4. Purposes of Collection, Use and Disclosure

We collect, hold, use and disclose personal and health information for the following purposes:

- assessing, diagnosing and providing chiropractic treatment and clinical care.
- maintaining accurate clinical records for ongoing care and continuity of treatment.
- communicating with you about appointments, recalls, and treatment plans.
- liaising with your referring GP, specialists, or other treating practitioners regarding your care.
- processing payments, billing, and claims with Medicare, private health funds, workers' compensation insurers, and the Insurance Commission of Western Australia.
- complying with our legal and professional obligations, including those owed to AHPRA and the Chiropractic Board of Australia.
- internal practice administration, quality assurance and clinical audit.
- responding to enquiries, feedback and complaints.

We will not use or disclose your personal information for direct marketing purposes without your consent, and you may opt out of any marketing communications at any time.

5. Disclosure of Personal Information

We may disclose personal information, including health information, to:

- your referring or treating general practitioner, specialist, or other healthcare provider involved in your care
- diagnostic imaging and pathology providers
- Medicare, the Department of Veterans' Affairs, your private health fund, workers' compensation insurer, or the Insurance Commission of Western Australia, where relevant to a claim or referral
- our practice management and clinical software providers, who store and process records on our behalf
- AHPRA, the Chiropractic Board of Australia, or other regulatory bodies, where required by law or professional obligation

- a third party where you have provided consent, or where disclosure is otherwise required or authorised by law

We do not sell personal information to third parties, and we do not disclose personal information to overseas recipients in the ordinary course of providing our services. If this changes, we will update this policy to identify the relevant overseas recipients and the countries in which they are likely to be located.

6. Storage and Security of Personal Information

Atlas Chiropractic uses a combination of paper-based and cloud-based systems (Cliniko) to store patient records. We take reasonable steps to protect personal information from misuse, interference, loss, and unauthorised access, modification or disclosure, including:

- restricting physical access to paper records to authorised staff
- password protection, access controls and encryption for electronic and cloud-based records
- secure destruction or de-identification of records that are no longer required, subject to our legal obligation to retain clinical records for the minimum periods required under Western Australian health records law
- staff training on privacy and confidentiality obligations

Where we engage third-party practice management or cloud storage providers to host clinical records, we take reasonable steps to ensure those providers maintain appropriate security standards consistent with our obligations under the Privacy Act.

7. Use of Artificial Intelligence and Automated Tools

From 10 December 2026, amendments to APP 1 will require privacy policies to disclose certain uses of computer programs to make decisions that could reasonably be expected to significantly affect an individual's rights or interests. Atlas Chiropractic is including this disclosure ahead of that date as part of our commitment to transparency.

Atlas Chiropractic may use artificial intelligence (AI) tools and software to assist with administrative and documentation tasks, such as drafting clinical correspondence, referral letters, and practice documentation. These tools are used as drafting aids only, under direct practitioner supervision.

In relation to our use of AI tools, we confirm that:

- AI tools are not used to make automated clinical decisions, diagnoses, or treatment decisions about any patient

- all clinical judgment, diagnosis and treatment planning is performed by a qualified, registered chiropractor
- we do not input identifying patient information (such as a patient's name, date of birth, or contact details) into general-purpose AI tools
- any AI-assisted drafting is reviewed, verified and approved by the treating practitioner before it forms part of your clinical record or is sent to a third party
- AI tools are not used to make decisions that significantly affect your rights or interests, such as decisions about eligibility for treatment, billing disputes, or insurance claims

If our use of automated decision-making changes in a way that could significantly affect your rights or interests, we will update this policy to explain the kinds of personal information used in that process, the types of decisions involved, and how those decisions are made, consistently with our obligations under APP 1.

8. Access to and Correction of Your Personal Information

You have a right to request access to the personal information we hold about you, and to request correction of that information if you believe it is inaccurate, out of date, incomplete, irrelevant or misleading.

To request access or correction, please contact us using the details in Section 11. We will respond to your request within a reasonable period, generally within 30 days. We may charge a reasonable fee for providing access to cover the cost of retrieving and copying records, but we will not charge for making the request itself.

In limited circumstances permitted under the Privacy Act — for example, where access would pose a serious threat to the life, health or safety of any individual, or would have an unreasonable impact on the privacy of others — we may need to limit or refuse access. If we do, we will explain our reasons in writing.

9. Data Breaches

Atlas Chiropractic has processes in place to identify, assess and respond to data breaches in accordance with the Notifiable Data Breaches scheme under the Privacy Act. If we become aware of a data breach that is likely to result in serious harm to an individual, we will notify the Office of the Australian Information Commissioner (OAIC) and affected individuals as soon as practicable, in accordance with our legal obligations.

10. Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, you may lodge a complaint with us using the contact details below. We will acknowledge your complaint and aim to resolve it within a reasonable timeframe, generally within 30 days.

- Atlas Chiropractic
 - Shop 11/153 Trappers Drive, Woodvale
 - Email: admin@atlaschiropractic.com.au
 - Phone: 08 9309 3810

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner:

- Website: oaic.gov.au
- Phone: 1300 363 992
- Post: GPO Box 5288, Sydney NSW 2001

11. Contact Us

For any questions about this Privacy Policy, or to make a request regarding your personal information, please contact:

Atlas Chiropractic

Shop 11 Woodvale Shopping Centre, Woodvale WA 6026

Email: admin@atlaschiropractic.com.au

Phone: 08 9309 3810

Attention: Practice Manager

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or in the law, including the Privacy Act reforms commencing in December 2026. The most current version of this policy will be available at our practice and, where applicable, on our website. We encourage you to review this policy periodically.