

Privacy Policy

Your privacy is important to us. This policy outlines how we collect, use, share and store individual data.

- We ask you to fill out a patient information form at your first appointment. The information collected includes:
 - Identifiers (Name, Address, Date of Birth),
 - Contact Details (email, phone number)
 - Your GP's name, clinic and contact information (So we can contact them if we need to)
 - Emergency contact (Name, Phone and relationship)
 - If your treatment falls under a compensable scheme
 - A basics Screening Questionnaire to determine any risks that might not be obvious
 - An Informed consent form including
 - Cancellation policy
 - Clinical Physical Contact
 - Risks associated with treatment
 - Questions of a personal nature
 - Children and Minors
 - Practitioner Collaboration
 - Change in information
 - Right to withdraw consent at any time
 - If you are under a compensable scheme, we will ask for your Case/Claim/Plan number and relevant dates.
- This information is accessible to Transcend Health Employees with a password protected account.
- Notes made by your treating clinician regarding your episode of care is accessible by your clinician.
- This information is collected with the singular purpose of providing you with exceptional care.
- None of this information is shared with anyone, unless we have your permission as required by law
- We hold onto individual data (aka your information) for 7 years as required by Law

If you would like more information about where your information is stored, please contact us.