

Privacy Policy

1. Overview

Sorebods is committed to protecting your privacy and handling personal and health information in accordance with the Privacy Act 2020.

As a healthcare provider, we collect and hold sensitive health information to provide safe and effective care. This policy explains how your information is collected, used, stored, and shared.

2. What Information We Collect

We collect personal and health information relevant to your care, including:

- Name, contact details, and date of birth
- Health history, clinical notes, and treatment records
- Injury details and relevant background information
- Referral information from other providers
- ACC claim details (where applicable)
- Appointment history and billing information
- Communications with the clinic

3. How We Collect Information

Directly from you

Most information is collected directly when you:

- Complete a patient intake form (online or in clinic)
- Attend appointments and provide updates about your condition
- Communicate with us via phone, email, or messaging

This information is typically entered and stored in our practice management system, Cliniko.

Indirectly (including ACC and referrals)

We may also receive information about you from:

- Referring practitioners (e.g. GP, physiotherapist, specialist)
- The Accident Compensation Corporation (ACC), including claim details and injury information
- Other healthcare providers involved in your care

Where we collect your information indirectly, we will take reasonable steps to ensure you are aware that your information has been collected, the purpose of collection, and your rights, unless:

- You have already been informed (e.g. as part of ACC processes), or
- It is not reasonably practicable to do so

4. Why We Collect and Use Information

We use your information to:

- Assess, diagnose, and treat your condition
- Maintain accurate clinical records
- Submit and manage ACC claims
- Communicate with you about appointments and care
- Coordinate care with other providers
- Manage billing and clinic operations
- Meet legal and professional obligations

5. Disclosure of Information

We only share your information where necessary for your care, or where required or permitted by law.

This may include sharing information with:

- The Accident Compensation Corporation (ACC), for claim lodgement, management, and ongoing entitlement decisions
- Other healthcare providers involved in your treatment
- Secure systems used to manage clinical records and appointments, including Cliniko

Information shared with ACC may include clinical notes, diagnoses, and treatment details relevant to your claim.

Where information is requested by ACC or another third party, we rely on the legal frameworks governing those processes. In many cases, you will already have been informed of this through ACC processes or referral pathways. Where required, we will take reasonable steps to ensure you are aware that your information has been shared or requested.

We do not sell your personal information.

6. Storage and Security

Your information is securely stored using Cliniko and associated systems.

- Cliniko stores data on secure, encrypted cloud-based servers
- Access is restricted to authorised clinic staff
- Reasonable steps are taken to protect against unauthorised access, loss, or misuse

Where information is stored or processed overseas, appropriate safeguards are in place.

7. Access and Correction

You have the right to:

- Request access to your personal and health information
- Request correction of your information

Requests can be made by contacting the clinic. We may require proof of identity before releasing information.

8. Retention of Information

We retain health records in accordance with New Zealand legal and professional standards. Patient records are typically retained for at least 10 years from the last date of treatment (or longer where required).

9. Changes to This Policy

We may update this policy from time to time. The latest version will be available at the clinic or on our website.

10. Contact Details

For any privacy-related queries or requests:

Morgan Hancock
Clinic Director

09 846 4714