

Privacy Policy

Personal Information

Personal information is information about an identifiable individual (a natural person) or by which a person's identity can be reasonably determined. Body in Motion Physiotherapy and Rehabilitation (BIM, our, us, we) collects personal information about you for a number of reasons. The personal information we collect and how we use it differs depending on our relationship with you.

Please be aware that communications over the internet, such as emails, are not secure unless they have been encrypted. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Our Body in Motion website may contain links to other websites. We are not responsible for the privacy practices of other sites our users choose to visit. If our users provide any information directly to parties other than us (even if those sites are showing our branding), different rules may apply to the use or disclosure of the personal information disclosed. We encourage you to investigate and ask questions before disclosing your personal information to third parties.

We do not and will not sell personal information to any other party and we will make sure that any personal information you give us is stored securely and used appropriately. Read on for details.

Website

If you visit and browse our website, we will log some information about how you got to the website, where you go within the website and any features you might use.

Cookies

Our website uses cookies. These are small text files that are placed on your hard drive after visiting our site. Cookies collect data such as browsing information each time you access our site.

BIM uses this information to understand how people are using our website and to improve it. You can change your browser settings to notify you when you receive a cookie or to disable cookies. If you disable cookies, our website may not work properly for you.

We also use third party cookies and other technology to gather analytics and to advertise to you online. These allow vendors such as Google and Facebook to show ads from us to you on other internet sites and platforms. These activities use cookies to optimise and inform ads based on your visits to our website. Information collected may include your IP address, search terms you use, pages you access and links you click on, your operating system and browser type. You may opt out of these by following the instructions below:

Google opt out [click here](#)

Facebook opt out [click here](#)

Social Media

If you interact with us on social media – if you comment, follow, like or mention us on LinkedIn, Instagram, or Facebook we will have access to your interactions and your profile information. We get this information from our interaction with you or from the social media platform. We use this information to communicate with you, for example by responding to your comments or to advertise to you in the way we have discussed above in our cookies section.

Newsletter

From time to time we may email newsletters or articles to our clients about services that are relevant to you.

We use Mailchimp and Survey Monkey for sending these emails. We share your name and email address with Mailchimp and Survey Monkey in order to provide you with our emails. By choosing to receive our email updates, you acknowledge and authorise that the information you provide will be transferred to Mailchimp or Survey Monkey and used in accordance with its privacy policy available here:

<https://mailchimp.com/legal/privacy/>

<https://www.surveymonkey.com/mp/legal/privacy/>

If you decide you no longer wish to receive these emails you can click unsubscribe at the bottom of any of the emails or let us know.

What personal information do we collect?

Personal information collected by us will normally fall in the below categories:

- Contact information (name, age, address, email address and telephone numbers);

- Unique identifiers – an identifier that is assigned to an individual by an agency other than us for the purposes of the operations of that agency;
- Employment information (including those who apply for employment opportunities). This includes employment history, work performance, absences, workplace incidents, next of kin information;
- Financial information. For example bank account details, tax information;
- ‘Sensitive’ information. This includes health & medical history where this is relevant to your treatment.
- Information obtained to assist in managing client and business relationships.

Collection of Personal Information

Whenever possible, we collect personal information directly from you. We may collect personal information during a telephone call or a face-to-face meeting or when exchanging emails with you.

We may be required to collect personal information about a child, such as their name, date of birth and address. Whenever possible, this information should be provided by, or with the consent of, the child’s parent or guardian.

If you are an employee who interacts with us on behalf of a company, we may collect your personal information directly from you or from your employer.

If you are a job applicant or potential supplier, we may collect personal information directly or from referees you have authorised us to speak to.

If you are a client, we may collect personal information from others, such as ACC, medical providers, Te Whatu Ora etc.

We may also collect your personal information from publicly available sources, for example to carry out customer due diligence or as part of providing services to you. We will always collect your personal information in a way that is legal and reasonable.

All personal information is stored securely in specialised software in the cloud or in a secure server environment. Information is only accessed by authorised persons for the purposes related to the services provided or anonymised reporting.

We collect your personal information in accordance with the Health Information Privacy Code 2020

Use of Personal Information

We use your personal information for:

- communicating with you;
- responding to queries or requests from you;
- providing you with updates and information that may impact you;
- engaging with third parties on your behalf or at your request;
- complying with our legal obligations to you;
- enforcing our, or our clients, rights and interests;
- providing our clients with our services;
- processing payments from clients or third parties and/or to clients or third parties;
- requesting additional goods or services from suppliers;
- inviting you to functions;
- undertaking quality control or auditing of suppliers;
- considering a candidate's suitability for a position with us;
- other specific purposes if you consent to them from time to time.

If you do not provide us with this information, we may not be able to:

- provide clients with the services they require;
- engage suppliers to provide goods or services to us, provide suppliers with access to our sites or pay them in a timely manner for goods and services supplied to us;
- progress job applications.

Disclosure of Personal Information

We will only disclose your personal information in a way that is consistent with the purpose we collected it for, to:

- (a) our employees, agents or service providers to help us to provide services to clients and to monitor whether our suppliers are meeting their obligations to us;
- (b) any person or entity you have requested or authorised us to disclose your personal information to;
- (c) if you are a supplier performing services at our premises, a third party, for example to another supplier operating as a Person Conducting a Business or Undertaking (as that term is defined in the Health and Safety at Work Act 2015) or to our building managers;
- (d) an external party, such as a government entity, a regulator or law enforcement agency, if required or authorised by law; or
- (e) a party, if we are required by law to do so.

We will make sure that anyone in (a) is contractually bound or will otherwise use best endeavours to ensure that recipients of the information will, only use your personal information only for the purpose we shared it with them.

Accessing and Correcting your Personal Information

Subject to some exceptions, you have a right to access and correct personal information we hold about you. You can check or update the information we hold about you by emailing us at admin@bodyinmotion.co.nz. Please include evidence of who you are and the details of your request.

If we think a request for correction is reasonable and we are reasonably able to change the personal information, we will make the correction. If we do not make the correction, we will take reasonable steps to note the personal information that you requested to be corrected.

We may charge you our reasonable costs of providing to you copies of your personal information or correcting that information.

Protecting your Personal Information

We understand that privacy is important. We also recognise that some of the personal information we hold about our clients may be sensitive information.

We use a mix of onsite and cloud-based systems and storage to keep your information safe from unauthorised access, modification, disclosure, loss and misuse. Some of the protection measures we use are:

- role-based restrictions for access to personal information that we store on our systems;
- network segregation using modern application aware firewalls;
- anti-malware and spyware protection;
- logging and monitoring of traffic to and from our network and access to our cloud environment;
- engaging reputable, industry-leading cloud service providers; and
- imposing confidentiality requirements on our employees.

How Long we keep your Personal Information

We keep your personal information for as long as necessary under the law or for the purpose we gathered the information. Once the information is no longer required, we dispose of those records. We will always comply with our obligations under the Health (Retention of Health Information) Regulations 1996 and other applicable laws.



Complaints

If you believe BIM has breached the Privacy Act 2020, please contact our Privacy Officer at:

Privacy Officer
Body in Motion Physiotherapy and Rehabilitation Ltd
PO Box 143,
Tauranga 3144
New Zealand

Email: admin@bodyinmotion.co.nz

We may ask you to put your complaint in writing or to supply further details to us about your complaint. We'll try to resolve your complaint within a reasonable time. If you aren't satisfied with how we've handled your complaint, you can lodge a complaint with the Privacy Commissioner at www.privacy.org.nz.

You can complete the Body In Motion Complaint Form available here on our website:

[BIM Complaint Form](#)

We may amend this policy from time to time. Our current policy will be displayed on our website: [Body In Motion Privacy Policy](#).