

Privacy Policy

Effective date: 16 September 2026

This policy is written to comply with the **New Zealand Privacy Act 2020** and, where health information is involved, the **Health Information Privacy Code 2020**.

1. Who we are

CRL Osteopathy is an osteopathic practice operated by registered osteopath Casey Liddington.

The clinic is located in the front room of Snap Fitness Bishopdale, Christchurch. You do not need to be a Snap Fitness member to attend the clinic.

CRL Osteopathy is an ACC-registered provider and offers Southern Cross Easy-Claim.

2. Information we collect

When you book or contact us

When you book an appointment through Cliniko, complete a form, email, telephone or otherwise contact us, we may collect:

- Your name and date of birth
- Your address, telephone number and email address
- Your appointment details
- Your reason for booking
- Your emergency contact details
- Your GP or other healthcare-provider details
- Relevant ACC or insurance information
- Any other information you choose to provide

During your consultation

To provide safe and appropriate osteopathic care, we collect health information including:

- Your medical and health history
- Details about your symptoms, condition or injury
- Relevant lifestyle, work and activity information
- Examination and assessment findings
- Treatment provided
- Treatment plans, recommendations and progress notes
- Referrals, reports, imaging results and correspondence
- Information about your response to treatment

This information is handled in accordance with the Health Information Privacy Code 2020.

ACC and insurance information

If your treatment relates to an ACC claim, we may collect information such as:

- Your ACC claim number
- The date and cause of your injury
- The body site and injury diagnosis
- Claim-cover information
- Information required to lodge or administer your claim

If you use Southern Cross Easy-Claim or another approved insurance service, we may collect the membership and treatment information required to process your claim.

Website information

When you visit our website, our website provider may automatically collect limited technical information, such as your IP address, browser, device type, requested webpage and the date and time of your visit.

This information may be used to maintain website security, identify technical problems and understand how the website is being used.

3. Information we receive from other people

Sometimes we receive information about you from someone other than you. This is known as **indirect collection**.

Examples may include:

- A referral, clinical letter or report from your GP or another healthcare provider
- Claim, cover or injury information from ACC
- Information from Southern Cross or another insurer
- Notes or reports provided by another practitioner involved in your care
- Information supplied by a parent, guardian, family member or caregiver
- Imaging reports or results
- Information received through a third-party booking or health-service system

Under the Privacy Act 2020 and Information Privacy Principle 3A, we will take reasonable steps to ensure that you are aware when we collect your information from another source.

Where required, we will tell you:

- That we have received information about you
- Where the information came from
- Why we collected it
- Who may receive or access it

- Our name and contact details
- Any relevant legal authority for collecting it
- Your rights to access and request correction of the information

We will usually tell you by email, telephone or in person at your appointment.

In some circumstances, notification may not be required—for example, where you have already been made aware of the collection, where you have authorised it, or where another exception permitted by law applies.

4. How we use your information

We may use your information to:

- Arrange and provide osteopathic consultations and treatment
- Assess your health and determine whether treatment is appropriate
- Maintain accurate clinical records
- Communicate with you about bookings, reminders, cancellations and follow-up care
- Lodge and administer ACC claims
- Process Southern Cross Easy-Claim or other authorised insurance claims
- Process payments and provide invoices or receipts
- Communicate with other healthcare providers involved in your care
- Make referrals or request imaging where appropriate and authorised
- Respond to questions, requests or complaints
- Maintain and improve our services
- Meet our professional, legal and regulatory obligations
- Protect the safety of patients, practitioners and others

We will not use your health information for unrelated marketing purposes.

We will only send general promotional emails or messages if you have agreed to receive them. You may unsubscribe at any time.

5. Who we share your information with

CRL Osteopathy does not sell or rent personal or health information.

We may share relevant information with:

- ACC, when lodging or managing an injury claim
- Southern Cross or another insurer, when processing an authorised claim
- Your GP, specialist or another healthcare provider involved in your care
- Imaging providers, where a referral is appropriate
- Cliniko and other service providers that help us manage clinical records, appointments and communications
- Payment, accounting and business-administration providers
- Professional, regulatory or government bodies where required by law
- A parent, guardian or authorised representative where appropriate

- Emergency services or another person where disclosure is necessary to prevent or lessen a serious threat to someone's health or safety

We only disclose information where you have authorised us to do so or where disclosure is otherwise permitted or required by law.

6. Service providers and overseas processing

CRL Osteopathy uses **Cliniko** to manage online bookings, patient details, clinical records, appointment reminders, invoices and related practice administration.

We may also use trusted service providers for:

- Website hosting
- Email and text-message delivery
- Payment processing
- Accounting
- ACC claim administration
- Insurance claiming
- Secure document or data storage

Some providers may store or process information outside New Zealand. Where information is disclosed to an overseas provider, we will take reasonable steps to ensure that appropriate privacy and security protections are in place, as required by New Zealand privacy law.

7. How we protect your information

We take reasonable technical and organisational steps to protect your information from loss, misuse, unauthorised access, alteration or disclosure.

These safeguards may include:

- Secure, password-protected practice-management systems
- Access controls and multi-factor authentication where available
- Encrypted website and system connections
- Secure devices and appropriate device-locking procedures
- Limiting access to people who require the information for an authorised purpose
- Secure handling and disposal of paper and electronic records
- Regular review of practice privacy and security procedures

No electronic storage or communication system can be guaranteed to be completely secure. If a privacy breach occurs, we will investigate and respond in accordance with our obligations, including notifying affected individuals and the Office of the Privacy Commissioner where required.

8. How long we retain your information

Clinical health records are retained for at least **10 years from the date of our last contact with you**, as required by the Health (Retention of Health Information) Regulations 1996.

Other personal information is retained only for as long as reasonably necessary for the purpose for which it was collected or to meet our legal, professional and business obligations.

When information is no longer required, it will be securely deleted, destroyed or anonymised where appropriate.

9. Your rights

Under the Privacy Act 2020 and the Health Information Privacy Code 2020, you may:

- Ask whether we hold personal or health information about you
- Request access to that information
- Ask for a copy of that information
- Request correction of information that is inaccurate, incomplete or out of date
- Ask us to attach a statement of correction if we do not agree to change the record
- Withdraw consent for future uses that rely on your consent

Withdrawing consent does not affect information already used or disclosed lawfully and may affect our ability to continue providing particular services.

To exercise these rights, contact our Privacy Officer using the details in section 13. We may need to verify your identity before releasing information.

We will respond as soon as reasonably practicable and within the timeframe required by law. There is generally no charge for making an access or correction request.

10. Children's privacy

CRL Osteopathy provides care to babies, children and young people.

Information about a child may be collected from the child, their parent or guardian, a healthcare provider, ACC or another appropriate person involved in their care.

Consent, access to records and communication with parents or guardians will be managed according to the child or young person's age, understanding, circumstances and legal rights.

Where appropriate, children and young people will be included in decisions about their care and how their information is handled.

11. Cookies and website analytics

Our website and online-booking services may use cookies or similar technologies that are necessary for the website and booking system to function.

Our website provider may also collect general information about website visits, including:

- Pages viewed
- Approximate location
- Browser and device type
- How visitors arrived at the website
- General website-use patterns

This information may be used to maintain security, understand website performance and improve the website.

You can restrict or delete cookies through your browser settings. Disabling essential cookies may prevent some website or online-booking functions from working properly.

We do not knowingly use website analytics to collect clinical information, and we do not sell website-visitor information.

12. Changes to this policy

We may update this policy when our services, technology, service providers or legal obligations change.

The effective date at the top of this page shows when the current version took effect. Any significant changes will be displayed on our website for a reasonable period.

13. Contact us

CRL Osteopathy's Privacy Officer is **Casey Liddington**.

You can contact Casey with any privacy question, access request, correction request or complaint:

- **Email:** casey@crlosteopathy.co.nz
- **Phone:** 021 113 3977
- **Location:** CRL Osteopathy, inside Snap Fitness Bishopdale, Christchurch

14. Making a complaint

If you have a concern about how CRL Osteopathy has collected, used, stored or disclosed your information, please contact our Privacy Officer first so that we can investigate and respond.

If you are not satisfied with our response, you may make a complaint to the Office of the Privacy Commissioner:

- **Website:** www.privacy.org.nz
- **Phone:** 0800 803 909

