Stride Physio Privacy Policy

Last updated: 1 November 2026

Stride Physio ("we", "us") provides physiotherapy, clinical Pilates and remedial massage in Collingwood, Victoria. We handle your personal and health information under the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Health Records Act 2001 (Vic).

What we collect

Your name, contact details, date of birth, Medicare, health fund or WorkCover details, your health history, assessment findings, treatment notes and progress measures, and any letters from your GP, surgeon or other referrers.

Why we collect it

To assess and treat you, to process rebates and claims, to communicate with practitioners involved in your care (with your consent), to send appointment reminders, and to meet our legal and professional obligations.

Storage and security

Records are held in an Australian-hosted practice management system with access limited to our clinical and admin team. We keep adult records for at least 7 years after the last visit, and records of children until they turn 25.

Access and correction

You may ask to see or correct your information at any time by emailing hello@stridephysio.com.au. We respond within 30 days.

Complaints

Contact us first. If you are not satisfied, you can contact the Office of the Australian Information Commissioner (oaic.gov.au) or the Health Complaints Commissioner Victoria.