

BioVolve Medical Clinic – Privacy Policy

Location: Casula, NSW, Australia

Last Updated: March 2026

Purpose

BioVolve Medical Clinic is committed to protecting the privacy and confidentiality of patient information.

This Privacy Policy outlines how personal and health information is collected, used, stored and disclosed in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

Information Collected

BioVolve Medical Clinic may collect the following information:

- Name, date of birth and contact details
 - Medical history, medications, allergies and relevant health information
 - Clinical notes and treatment records
 - Clinical photographs for documentation and treatment monitoring
 - Appointment and communication records
 - Payment and billing information
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How Information Is Collected

Information may be collected through:

- Patient intake forms
 - In-person consultations
 - Telephone communication
 - Email correspondence
 - Website enquiries
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Storage and Security

BioVolve Medical Clinic takes reasonable steps to protect patient information from misuse, loss or unauthorised access.

Information is stored using:

- **Halaxy practice management software** for medical records
- **Hostinger email services and Gmail** for communication
- **Square** for payment processing

Clinical photographs may be temporarily stored on a secure device and are uploaded to the patient record and deleted from the device shortly thereafter.

Disclosure of Information

Patient information may be disclosed:

- With the patient's consent
 - To healthcare professionals involved in the patient's care
 - Where required by law
 - To medical indemnity insurers or legal representatives in relation to complaints or claims
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Access and Correction

Patients may request access to their personal information held by the clinic.

Requests may be submitted to: **info@biovolve-medicalclinic.com**

Patients may also request correction of inaccurate or incomplete information.

Administrative fees may apply for retrieval of records.

Clinical Photography

Clinical photographs may be taken for:

- documentation
- treatment planning
- monitoring treatment outcomes

Images are stored securely as part of the patient medical record.

Images will **not be used for marketing or educational purposes without separate written consent.**

Website and Online Enquiries

Information submitted through the clinic website, email or telephone may be stored for the purpose of responding to enquiries and arranging appointments.

Contact

Biovolve Medical Clinic
Casula, NSW, Australia

Patient enquiries:
info@biovolve-medicalclinic.com

Business owner contact:
biovolve.medical.clinic@gmail.com