

Privacy Policy

TNT Performance & Rehab Pty Ltd ("we", "our", "us") is committed to protecting your privacy and handling your personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).

1. Collection of Personal Information

We may collect personal information including:

- Name
- Date of birth
- Address
- Phone number
- Email address
- Emergency contact details
- Health and medical information
- Injury and treatment history
- Medicare, private health insurance, WorkCover, or NDIS information (where applicable)
- Payment and billing information
- Website enquiry and booking information

We collect this information when you:

- Make an appointment
- Complete forms on our website
- Contact us by phone, email, SMS, or social media
- Participate in athlete testing, speed training, rehabilitation, psychology, or related services
- Subscribe to marketing communications

2. Why We Collect Your Information

We collect personal information to:

- Provide physiotherapy, rehabilitation, sports science, psychology, coaching, and related services
- Manage appointments and bookings
- Communicate regarding your care and services
- Process payments and invoices
- Provide reports, testing results, and recommendations

- Improve our services and website
- Comply with legal and professional obligations

3. Health Information

Health information is considered sensitive information under Australian privacy law.

We only collect health information that is necessary to provide our services and will handle it with a high level of confidentiality.

4. Disclosure of Personal Information

We may disclose your information to:

- Medical practitioners and healthcare providers involved in your care
- Private health insurers
- Medicare
- NDIS providers and coordinators
- WorkCover insurers
- Referring practitioners
- Professional advisers and service providers
- Government authorities where required by law

We will not sell your personal information to third parties.

5. Storage and Security

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Information may be stored:

- Electronically using secure practice management software
- In secure cloud-based systems
- In physical files where required

Only authorised personnel have access to your information.

6. Website Analytics and Cookies

Our website may use cookies and analytics services to improve user experience and monitor website performance.

Information collected may include:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on the website

You can disable cookies through your browser settings.

7. Marketing Communications

We may send information regarding services, promotions, events, and updates.

You may opt out of receiving marketing communications at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly

8. Access and Correction

You may request access to the personal information we hold about you.

You may also request corrections if you believe any information is inaccurate, incomplete, or out of date.

Requests can be made using the contact details below.

9. Retention of Records

We retain health records in accordance with applicable Australian laws and professional requirements.

Records may be retained for the legally required period following your last consultation.

10. Third-Party Services

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page.

12. Contact Us

If you have any questions, concerns, or complaints regarding privacy, please contact:

TNT Performance & Rehab

Email: admin@tntperformanceandrehab.com.au

Website: www.tntperformanceandrehab.com.au

Phone: 0401 515 994

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Last Updated: June 2026