

# Privacy Policy

Esteem Therapy is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [www.aaic.gov.au](http://www.aaic.gov.au)

Esteem Therapy may amend this Privacy document at any time. The updated version will be available at the bottom of the website page under 'privacy policy' at [www.esteemtherapy.com.au](http://www.esteemtherapy.com.au).

## PERSONAL INFORMATION AND WHY IT IS COLLECTED

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, phone and medicare numbers.

- To provide a quality on-going health care service, Esteem Therapy collects information about its Clients and families. Sensitive information such as current and previous medical conditions and family health history are necessary to provide appropriate treatment and ongoing support. Other personal information is required in order to contact clients regarding health issues as well as for billing purposes.
- All clients must consent to the collection and use of their personal information for the purposes of providing on-going care.

This Personal Information is obtained in many ways including questionnaires, therapy sessions, interviews, correspondence, by telephone and facsimile, by email, via our website [www.Esteemtherapy.com.au](http://www.Esteemtherapy.com.au), from other publicly available sources, and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, and marketing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

## SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

## DISCLOSURE OF PERSONAL INFORMATION

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.
- As Esteem Therapy is computerized, all client records are stored in a secure electronic form. From time to time computer administrators are authorised to provide maintenance support on this system and may be granted access at this time.

We will require your informed consent to use and/or disclose your personal information if we need to use your information for a purpose that is not related to the purpose for which it was collected.

## SECURITY OF PERSONAL INFORMATION

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

## ACCESS TO YOUR PERSONAL INFORMATION

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Paediatric Potentials Occupational Therapy will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

All treatment notes and attachments are securely stored using software system Splose.

All clients have a right to confidentiality of their records. Client records will not be released to any third party unless the client/caregiver gives his or her prior written consent.

- Under the Australian Privacy Principles, all clients have the right to access their personal records. The only exception is if the practitioner is authorized to refuse access under any Act of the Commonwealth or if the entity is authorized to refuse access under any Act of the Commonwealth or if:
  1. the organisation reasonably believes that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety; or
  2. giving access would have an unreasonable impact on the privacy of other individuals;or

3. the request for access is frivolous or vexatious; or
4. the information relates to existing or anticipated legal proceedings between the organisation and the individual, and would not be accessible by the process of discovery in those proceedings; or
5. giving access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
6. giving access would be unlawful; or
7. denying access is required or authorised by or under an Australian law or a court/tribunal order; or
8. the organisation has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the organisation's functions or activities has been, is being or may be engaged in and giving access would be likely to prejudice the taking of appropriate action in relation to the matter; or
9. giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
10. giving access would reveal evaluative information generated within the organisation in connection with a commercially sensitive decision-making process.

## MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

## COMPLAINTS

- All patient complaints regarding the handling of records should be discussed with the director, Jaimee Hunt.
- Further concerns may be forwarded to:  
Federal Privacy Commissioner:  
GPO Box 5218  
Sydney NSW 1042
- Privacy Hotline: 1300 363 992

Website: [www.privacy.gov.au](http://www.privacy.gov.au)