



PRIVACY POLICY

Melbourne Kids Therapy Pty Ltd (**Melbourne Kids Therapy**) is committed to providing quality occupational therapy services to its clients. This policy outlines its ongoing obligations in respect of how it manages personal information associated with its provision of occupational therapy services.

Melbourne Kids Therapy has adopted the National Privacy Principles (**NPPs**) contained in the *Privacy Act 1988 (Cth)* (**the Privacy Act**). The NPPs govern the way in which Melbourne Kids Therapy will collect, use, disclose, store, secure and dispose of personal information.

A copy of the NPPs may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

What is Personal Information?

Personal information is information or opinion about a person which can be used to identify that person. This includes information such as a person's name, address, contact number, email address, etc.

Sensitive information is a form of personal information and includes, but is not limited to, a person's racial or ethnic origin, political beliefs, religious beliefs, sexual orientation and criminal record. It also includes health, genetic and biometric information.

Information Collection

What kind of personal information does Melbourne Kids Therapy collect and hold?

Melbourne Kids Therapy collects and holds personal information about its clients and its clients' families including but not limited to names, addresses, contact details and occupations.

Melbourne Kids Therapy also collects sensitive information, particularly in relation to its clients' health and medical history, but only with the relevant person's consent, and only if the specific information is reasonably necessary for one or more of Melbourne Kids Therapy's functions or activities.

Melbourne Kids Therapy does not collect personal information (other than sensitive information) unless the information is reasonably necessary for its functions and activities.



What is the purpose for which Melbourne Kids Therapy collects, holds, uses and discloses personal information?

Melbourne Kids Therapy collects, holds, uses and discloses personal information about its clients and its clients' families for the purposes of providing the highest quality occupational therapy services. This includes, but is not limited to, the following:

- To enable Melbourne Kids Therapy to identify its clients and ensure it can be in contact with its clients;
- To enable Melbourne Kids Therapy to assess, diagnose and provide relevant services to its clients;
- To enable Melbourne Kids Therapy to establish eligibility for services and/or funding schemes;
- Informing other relevant third party service providers such as a patient's doctor, specialist, teacher, insurer or solicitors who are involved in the patient's management; and
- For administrative purposes such as billing and lodging a claim through an insurer, compensation agency or funding scheme.

Sensitive information will only be used by Melbourne Kids Therapy:

- For the primary purpose for which it was obtained;
- For a secondary purpose that is directly related to the primary purpose;
- With the relevant person's consent; or
- Where required or authorised by law.

If Melbourne Kids Therapy is not provided with the personal information it requires, it may only be able to offer limited occupational therapy services.



How does Melbourne Kids Therapy collect personal information?

Melbourne Kids Therapy collects personal information during the course of its provision of occupational therapy services. This could occur during the referral, assessment, planning and service provision process.

Information may be collected through completed application/intake forms, referrals, face-to-face meetings, telephone calls, emails, reports, videos, photographs, Melbourne Kids Therapy's website (www.melbournekidstherapy.com.au), cookies, and third parties including but not limited to persons involved in a patient's treatment and education, organisations or agencies providing a funding scheme or rebate, and organisations or agencies (or their representatives) assessing an insurance or compensation claim.

Melbourne Kids Therapy's website may contain links to other websites. This Privacy Policy has no application to any other websites and Melbourne Kids Therapy is not responsible for the practices or content of any other websites.

How does Melbourne Kids Therapy hold information?

Melbourne Kids Therapy stores personal information in hard copy and/or electronically. First and family names are used in filing and bookkeeping systems.

Melbourne Kids Therapy takes reasonable steps to ensure that personal information is held and stored in a manner that reasonably protects it from misuse and loss, and from unauthorised access, modification or disclosure.

Melbourne Kids Therapy secures stored personal information in the following ways:

- Personal information is stored in locked filing cabinets and/or password protected computer files;
- Personal information is shredded prior to recycling or destruction;
- Archives are maintained in locked storage; and
- Access to files is limited to Melbourne Kids Therapy personnel.



Most personal information will be stored in patient files which will be kept by Melbourne Kids Therapy for a minimum of 7 years, or as is otherwise required or authorised by law.

When personal information is no longer needed for the purpose for which it was obtained, Melbourne Kids Therapy will take reasonable steps to destroy or permanently de-identify the personal information.

Disclosure and Use of Personal Information

Melbourne Kids Therapy will not disclose personal information to any third parties or use it for another purpose without the relevant person's consent, unless such disclosure or use is required or authorised by law.

In the case of an insurance or compensation claim, it may be necessary for Melbourne Kids Therapy to disclose information relevant to a patient's injury, treatment and prognosis to an insurer and/or its representatives.

As a result of the provision of services under a funding scheme or a rebate, it may be necessary for Melbourne Kids Therapy to disclose information relevant to a patient's injury, treatment and prognosis to the organisations or agencies providing the funding scheme or rebate.

Melbourne Kids Therapy may seek consent to disclose personal information as part of data provided to third parties who fund Melbourne Kids Therapy's services, or to facilitate streamlined service provision across providers. Melbourne Kids Therapy will obtain consent from the relevant persons before personal information is used in these ways.

Access to and Correction of Personal Information

Persons have a right to access and/or request a correction to their personal information held by Melbourne Kids Therapy under the NPPs.

Parents and/or legal guardians of persons who are clients of Melbourne Kids Therapy may also have a right to access and/or request a correction to that patient's personal information held by Melbourne Kids Therapy under the NPPs.



In order to access and/or correct personal information, please contact Karyn Joel of Melbourne Kids Therapy in writing by sending correspondence to PO Box 130, Carnegie, 3163 or by email to kjoel@melbournekidstherapy.com.au

Melbourne Kids Therapy will not charge any fee for an access request, but may charge an administrative fee for providing a copy of the personal information requested.

In order to protect a person's personal information, Melbourne Kids Therapy may require proof of identification before releasing the requested personal information.

Personal Information about Employees, Contractors and Business Partners

Melbourne Kids Therapy collects personal information about its employees, contractors and business partners. In each case, the personal information is used only for the purpose for which it is provided, unless consent to use or disclose it to third parties is obtained, or such use or disclosure is otherwise required or authorised by law.

If any personal information is disclosed to a third party service provider, for example, to help Melbourne Kids Therapy to manage business records, the third party service provider will be bound by obligations of confidentiality. Where appropriate, Melbourne Kids Therapy may rely on the employee records exception in the Privacy Act.

Overseas Recipients

Melbourne Kids Therapy does not disclose personal information to overseas recipients except with the relevant person's consent, or unless such disclosure is otherwise required or authorised by law.

It is not possible for Melbourne Kids Therapy to list the specific countries to which personal information may be disclosed.

Melbourne Kids Therapy may not be able to take reasonable steps to prevent overseas recipients from breaching the Privacy Act. Further, the overseas recipients may not be subject to the same obligations as Melbourne Kids Therapy under the Privacy Act.



Anonymity and Pseudonyms

Under the NPPs, persons have the option of dealing with Melbourne Kids Therapy anonymously or through the use of a pseudonym. However, should this option be selected, Melbourne Kids Therapy may not be able to treat or assist the relevant person, and may only be able to provide the relevant person with limited services.

Privacy Policy Updates

Melbourne Kids Therapy may change its Privacy Policy from time to time and, updates will be published on Melbourne Kids Therapy's website (www.melbournekidstherapy.com.au)

Privacy Policy Complaints and Enquiries

Please contact Melbourne Kids Therapy with any enquiries or complaints about this Privacy Policy at:

Melbourne Kids Therapy

T: 0404377076

E: kjoel@melbournekidstherapy.com.au

A complaint in relation to this Privacy Policy must be made in writing in accordance with the requirements of the Privacy Act. Melbourne Kids Therapy will respond to a complaint within 30 days of receipt.

If a complaint is unresolved, or there are concerns about an interference with privacy, a complaint may be made to the Australian Information Commissioner in accordance with Part V of the Privacy Act.