

Beautiful Brains Allied Health - Privacy Policy

Introduction:

At Beautiful Brains Allied Health, we are committed to your privacy and confidentiality. This includes managing personal information about you in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This policy explains what type of information we collect and how, the purpose of collecting the information, how we store, use and disclose information, and your rights in relation to this.

Purpose of collecting personal information and how we use it:

We collect your personal information, including your health information, to communicate with you, to provide health services to you and to communicate with relevant others involved in your care or support in relation to these services.

We can also use this information to help us manage our administrative services and accounts, including billing and pursuing unpaid accounts as well as communication with and arrangements with health funds. We may also sometimes use your information when conducting accreditation, internal audits or quality assurance.

What type of information do we collect and how do we collect and store it:

We collect and hold the following type of information about you to provide health services, including but not limited to:

- Name, address, date of birth and contact details
- Information about your family or other supports in your life
- Information related to your disability and functional needs
- Health history, other relevant health information and medical records
- Government identifiers such as NDIS number and Medicare number.

We collect this information either in person, via phone calls or online meetings or through online forms and email. We may then record and store this information in the form of digital files and documents or audio/video recordings.

When may we share your personal information:

We may share your personal information with consent from you or your guardian, or if required by law. We may share information when consulting or collaborating with others involved in your care

or support, to communicate with health funds, government or other bodies such as Medicare, to help us manage our accounts and administrative services (e.g. billing or pursuing unpaid accounts) and for other tasks needed when required by law.

We do not intend to share your personal information to anyone overseas. If we want to do this, we will obtain consent from you or your guardian, unless required to by law.

Your right to seek access and/or correction of the information:

The personal information collected about you, belongs to you/your guardian. You have the right to access and/or correct your personal information we hold about you. If you seek access to or think we hold information about you that requires correction, please let us know in writing via email at admin@beautifulbrainsalliedhealth.com.au. We will respond to your request within a reasonable timeframe.

How we keep your personal information secure:

We store personal information on local and online digital filing systems. We use passwords to protect the local digital filing system, and we also use two-factor-authentication to protect online digital filing systems.

How long do we keep your information:

We only keep personal information about you as long as is necessary in line with the Privacy Act 1988. Information collected from participants under the age of 18 years will be kept until the participant turns 25. Information collected from participants over the age of 18 years will be kept for 7 years after the date of the last engagement with us.

What to do if you have a privacy-related concern:

If you have concerns about how we have managed your privacy, let us know in writing via email. We will respond within a reasonable timeframe.

If you are not satisfied with our response, you can lodge a complaint with the Office of the Australian Information Commission:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Post: GPO Box 5218 Sydney New South Wales 2001

Website: <https://www.oaic.gov.au/privacy/privacy-complaints/>

Updates to this policy:

We will regularly review this policy and update it as needed. We will communicate any changes via our website or letting you know directly.

How can you contact us:

For any questions about this policy or any concerns, please contact:

Caro-Lee Kotze

admin@beautifulbrainsalliedhealth.com.au

0480 721 217

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