



Taking Action Therapy Privacy Policy

Taking Action Therapy (ABN 586 669 130 081) is committed to respecting the privacy of your personal information and data. The Privacy Act 1988, Australian Privacy Principles and registered privacy codes govern the way in which we must manage your personal information.

This Privacy Policy sets out our commitment to protecting the privacy of your personal information. It covers how we collect, use, disclose and otherwise manage your personal information.

Please read this Privacy Policy carefully. By providing us with personal information it indicates that you have had sufficient opportunity to access this Privacy Policy and that you have read and accepted it.

Confidentiality

Information is collected by Taking Action Therapy in accordance with the Privacy Act 2009 about you and your condition. Information is stored securely as per Taking Action Therapy's Privacy, Dignity and Confidentiality Policy. This information is confidential and only shared with others outside the organisation for your benefit and with your consent, by completing a "Consent to Share Information" form. This includes personal information, information about the support and therapy you receive, and any photographs or videos taken. In the case of an emergency or where there is a risk to you or others this may be done outside of the written permission. By law, any critical incidents need to be reported to relevant bodies and these issues will be discussed with you further by your OT.

1. Type of personal information collected

- Taking Action Therapy collects personally identifiable information, such as names, date of birth, e-mail addresses, residential addresses and phone numbers.
- Your personal information includes information about your Health and Disability, professional opinions about you, and your past and current supports and services.
- Taking Action Therapy will record an email address if a message is sent via email. We will not use your email address for any other purpose and will not disclose it without your consent.

2. Method of collection

We collect personal information through a variety of methods, including electronic, telephone or face to face communications, interaction with our website, and the provision of services.

We may collect personal information directly from individuals or their authorised representatives, or through referrals from other third parties acting on your behalf. There may however be some instances where personal information about you will be collected indirectly because it is unreasonable or impractical to collect personal information directly from you. We will usually notify you about these instances in advance, or where that is not possible, as soon as reasonably practicable after the information has been collected.

2. Collection and use of personal information

We collect and use the personal information for the following purposes:

- Deliver and allocate services.
- Contacting and communicating with you.
- Providing you with information.
- Addressing any feedback you may have.
- Internal record keeping.
- Analysing our services and customer needs with a view to improving those services for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

3. Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's health information. Sensitive information we collect may include medical and disability information; professional opinions; and photographs and videos. This 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.

4. Disclosure of personal information

Generally, we only use or disclose personal information about you for the purposes for which it was collected (as set out above). We may disclose personal information to third parties (such as Assistive Technology services or builders) for purposes including to provide our products and services to you, and as required by law. Where we disclose your personal information to third parties for these purposes, these service providers may not be required to comply with our privacy policy. This may also include photographs that are relevant to therapy and the safety of our clients.

Our infrastructure and that of our service providers or other recipients may be based outside Australia, including New Zealand. In some circumstances, the law may permit or require us to use or disclose personal information for other purposes (for instance, where you would reasonably expect us to and the purpose is related to the purpose of collection).

Except as otherwise permitted by law, we only disclose sensitive information about you with your consent.

5. Access to personal information

You may request details of personal information that we hold about you, in certain circumstances set out in the Privacy Act 1988 (Cth). An administrative fee may be payable for the provision of information. We may refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

6. Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is 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. Requests for information from/about clients should be directed to the Director of Life Enabled. In order to protect your personal information, we may require identification from you before releasing the requested information.

7. Complaints about breach

If you believe that we have breached the Australian Privacy Principles and wish to make a complaint about that breach, please put it in writing and email us at Mandy@TakingActionTherapy and we will respond within 30 days.

You may also contact the Office of the Australian Information Commissioner (OAIC). For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002.

8. Storage and Security

We are committed to ensuring that the information you provide is secure. We keep your personal information in a safe place. Our computers and mobile phones are password protected. 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 electronic client files which will be kept by us for a minimum of 7 years.

If you have any feedback about our Privacy Policy, please contact us at Mandy@TakingActionTherapy.com.au. 0400 359 306.