



Privacy and Confidentiality Policy

Part 1 – About this privacy policy:

- 1.1 OT Eyre is committed to protecting the privacy of our clients and maintains complete confidentiality with all personal data we collect and hold.

OT Eyre complies with the Australian Privacy Principles under the Privacy Act 1988, and all other relevant privacy laws that govern how a private allied health service should handle your personal information.

- 1.2 OT Eyre is a private Occupational Therapy service owned and directed by Sophie Whitting.

Part 2 – How OT Eyre handles your personal information:

- 2.1 OT Eyre will need to collect some personal information, in order to provide you with the occupational therapy services you have requested. If you provide inaccurate information to us, or withhold information regarding your child's health history, we may not be able to complete an accurate assessment and therefore provide suitable therapy for your child.
- 2.2 OT Eyre will collect information that is necessary to provide your child with occupational therapy services and manage a relationship with you. This will include your child's health history, family health history, names and contact information. We may also request reports from other health providers and may obtain permission to liaise with external service providers. Refer to OT Eyre's consent to share information.
- 2.3 We will obtain information by communicating with you either face to face, over the phone or via email. Under some circumstances, we may be required to obtain information through a third party, such as other family members, health workers or a teacher.
- 2.4 Personal information obtained will be kept confidential between the parent(s)/caregiver(s) and OT Eyre unless discussed directly with the client's caregiver and a consent to share information form has been completed.
- 2.5 You have the right to access the personal information we hold about your child. This includes documented information about your child's details, health history and case notes.
- 2.6 OT Eyre will take reasonable measures to ensure that your child's data we keep is accurate, complete and up to date.
- 2.7 OT Eyre will take reasonable steps to ensure you and your child's personal information is protected from misuse, interference, loss, unauthorised access, modification or disclosure. We use technology and processes such as access and control procedures, network firewalls, encryption, and physical security to protect you and your child's privacy.



- 2.8 We will destroy or permanently de-identify any of your child's information which is in our possession that is no longer needed for the purpose that it was collected for, or if OT Eyre is not required under an Australian law to obtain the information.
- 2.9 If you are not satisfied with the way that OT Eyre has handled your personal information or have any questions or complaints about this privacy policy, please lodge a complaint by contacting Sophie at sophie@oteyre.com or by telephone 0488 281 123.

Part 3 – Website privacy:

- 3.1 When you access our website, we will not collect personal data from you, unless you provide this to us.
- 3.2 When you use our website, our Internet Service Provider may obtain your computer address, your top-level name, the date and time of your visit, and the browser you are using.
- 3.3 Cookies do not identify human users, but they do identify your ISP and your browser type.