

## Privacy Policy

### 1.0 Purpose

1.1 *Tell Me All About It* respects your privacy and is committed to protecting your personal information. This policy explains how your information is collected, used, stored, and shared in line with the Australian Privacy Act 1988 (Privacy Act) and the Australian Privacy Principles (APPs).

### 2.0 Information We Collect

2.0 We collect personal information that helps us provide quality services. This may include:

- i) contact details;
- ii) personal details;
- iii) medical and developmental history and reports;
- iv) assessment and session notes;
- v) information and/or documents provided by other professionals, teachers, or family members (with consent).

### 3.0 How We Use Your Information

3.1 Your information is used only for purposes directly related to your care, including:

- i) assessment, therapy, and progress monitoring;
- ii) communication with you, your family, or your authorised representatives;
- iii) coordination with other professionals involved in your care (with consent);
- iv) administrative tasks such as billing, scheduling, and reporting.

3.2 Information may occasionally be used for internal professional development, supervision, or service improvement.

### 4.0 Storage and Security

4.1 All client information is stored securely in accordance with professional and legal standards.

- i) electronic records are stored in password-protected systems;
- ii) paper files (if used) are kept in locked storage;
- iii) records are retained for the legally required period (7 years for adults, or until a child turns 25), after which they are securely destroyed.

### 5.0 Sharing Information

5.1 *Tell Me All About It* only shares personal information when:

- i) you have given written consent;
- ii) it is required by law (e.g., subpoena or mandatory reporting);
- iii) there is an immediate risk of harm to yourself or others.

5.2 *Tell Me All About It* does not sell or share your information for marketing or non-clinical purposes.

### 6.0 Access and Correction

6.1 You may request access to your personal information at any time.

6.2 If you believe any information is inaccurate or incomplete, please let us know and we will correct it promptly, as appropriate.

☎ 0451 692 468  
✉ PO Box A220 ARNCLIFFE NSW 2205  
✉ [admin@tellmeall.com.au](mailto:admin@tellmeall.com.au)  
🌐 [www.tellmeall.com.au](http://www.tellmeall.com.au)



## 7.0 Questions or Concerns

7.1 If you have any questions or concerns about how your information is handled, please contact:

**Tell Me All About It**

0451 692 468

[admin@tellmeall.com.au](mailto:admin@tellmeall.com.au)

7.2 If your concern is not resolved, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).