

Be Your Best Occupational Therapy Privacy Policy

Your Privacy

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our information handling practices and the choices you can make about the way your information is collected and used.

Collection of Personal Information

For clients accessing our therapy services, we collect information that is necessary or beneficial to provide safe, effective, and high-quality care. If personal information is required for a secondary reason such as marketing or newsletters, you will either be asked directly for your express consent or will be provided with an opportunity to opt out.

Disclosure of Personal Information to Third Parties

We may share client data with the following third parties:

- Legal practitioners, courts, tribunals and regulatory authorities.
- Anyone you authorise us to disclose information to as outlined in our consent form or Referral Form.
- If Be Your Best Occupational Therapy collects personal information from other organisations or individuals, we will manage that information in accordance with this Privacy Policy, and
- Third parties will only have access to client data that is reasonably necessary to achieve the given purpose.

We will not disclose your personal information without consent except where:

- Required by law;
- Required in the context of legal proceedings; or
- Necessary to protect our legal rights.

Access to and Correction of Information about You

You may request access to personal information we hold about you, unless an exception applies under the Australian Privacy Principles (APPs). We may recover reasonable costs in supplying this information, and your request will be managed within a reasonable timeframe.

If access is refused, we will provide written reasons for the refusal and specify the relevant exception under the APPs.

Keeping Your Personal Information Up To Date

We take reasonable steps to ensure that the personal information we hold about you is accurate, complete, and up to date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative options with you.

Storage and Security of your Personal Information

We are committed to safeguarding your personal information. Data is stored securely using cloud-based software (Splose and Office365), with data centres located in Australia.

All reasonable steps are taken to ensure that information is:

- Treated confidentially;
- Protected against unauthorised access, modification or disclosure; and
- Maintained only for its intended purpose.

When your personal information is no longer required for the purpose it was obtained, we will take reasonable steps to securely destroy or permanently de-identify it.

In accordance with professional and legal obligations, client records will be retained:

- For 7 years following the last date of service for adults; or
- Until the client turns 25, for those under 18 at the time of last service.

While we take every precaution to ensure secure transmission of data, no method of internet transmission is completely secure. By communicating with us online, you acknowledge that use is at your own risk.

Use of Artificial Intelligence (AI)

We may use secure artificial intelligence (AI) tools to assist with clinical documentation, communication, and administrative tasks, while maintaining our commitment to privacy, confidentiality, and professional standards.

- Splose AI: We use AI features within the Splose platform (e.g., for note drafting). These operate securely within Australian-based data centres, compliant with Australian privacy legislation.
- ChatGPT (OpenAI): Occasionally, de-identified information may be used with ChatGPT to assist with clinical writing or resource development. We do not share any identifying client details (such as names, addresses, or birth dates).

Use of these tools supports our ability to provide efficient and high-quality services. We take care to ensure any AI use is consistent with our obligations under the Privacy Act 1988 (Commonwealth), the Australian Privacy Principles, and relevant professional codes of conduct, including those issued by AHPRA.

Resolving Your Concerns

To request access to your information, raise a complaint, or ask how your information is handled, please contact us in writing at:

PO Box 372, Salisbury QLD 4107
or by email: hello@bybot.com.au

We will respond to your enquiry as promptly as possible.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Changes to this Privacy Statement

The contents of this statement may be altered at any time, at our discretion, as our business requirements or the law changes. The most recent version will be available on our website.

Further Information

For further information about the protection of your privacy, please visit the Australian Federal Privacy Commissioner's website at:

<https://www.oaic.gov.au/privacy/australian-privacy-principles>