

NeuroSpicy Privacy Policy

Policy Purpose

The purpose of this policy is to set out how NeuroSpicy will adhere to state and federal legislation in particular the Health Records and Information Privacy Act 2002, how it will conform to the Australian Privacy Principles set out by the OAIC, as well as the Privacy and Personal Information Protection Act 1998.

This policy has been designed to inform our patients as to when and how their personal information will be collected by NeuroSpicy as well as what information we will generally collect, how it will be protected and used, and with when/with whom this information will be shared with any relevant third parties.

Consent Requirement

At the point when an online new patient form is submitted or when submitting either a new patient form or a pre-assessment questionnaire in person, the client consents that our practitioners and staff may access their personal information in order to provide them with optimal healthcare. Access to said personal information will be limited to the staff, practitioners and approved subcontractors who may require it. Any additional use of a patient's information will require further consent.

Purpose for the Collection, Retention, Usage and Sharing of Personal Information

A clients personal information by NeuroSpicy in order to deliver appropriate healthcare services. The primary purpose of this collected data is to effectively manage our clients and ensure that we deliver a consistently high-quality, tailor-made service. Some personal information may also be used for business activities, financial claims, audits and staff training. Patient personal information and testimonials will never be used in any marketing operations.

Types of Personal Information Collected

The following information may be collected by NeuroSpicey in the process of providing our clients health services”

- Names, dates of birth, addresses, and contact details
- Medical history, symptoms, medications, allergies, adverse events, immunizations, social history, family history, and risk factors
- NDIS plan details

Anonymous Interaction

Patients have the right to interact with NeuroSpicy anonymously or under a pseudonym, until such time as it is no longer practical to do so and/or unless required by law to identify themselves.

How is Personal Information Collected?

NeuroSpicey will collect personal information in the following ways:

1. During first contact with the patient either via online forms, over the telephone or in person via the new patient forms and questionnaires.
2. Throughout the course of the consultations additional information may be collected either via the Psychologists or in the form of electronic payments or by our IT systems.
3. Further information may be collected during interactions with clients via SMS, emails, live chat and social media interactions.
4. In some cases, we may collect information from other sources, especially if direct collection from the patient is impractical. These sources may include:
 - a. Guardians or responsible persons
 - b. Other healthcare providers, such as specialists and hospitals
 - c. Health funds, NDIS or Medicare
 - d. Approved subcontractors

Sharing of Personal Information

NeuroSpicy may share personal information with:

- Approved third parties (subcontractors) for business purposes, such as accreditation agencies and IT providers, who must comply with the APPs.
- Other approved healthcare providers and disability support providers.
- Authorities when required by law (e.g., court orders).
- Instances to prevent serious threats to health or safety or if impractical to obtain patient consent.
- Situations involving locating missing persons or establishing claims.
- Mandatory notifications for specific diseases.

Access to a client's personal information will be strictly limited to situations wherein the recipient can demonstrate a practical, ethical or legal need for said information. NeuroSpicy will always seek client consent before their information is shared, unless there is a legal requirement not to do so.

By providing information to NeuroSpicy clients consent to being contacted regarding their experiences with NeuroSpicy and its staff for the purposes of business and staff development. Clients have the right to refuse to answer questions and to opt out of such communications.

Storage and Protection of Information

Personal information may be stored in the following formats:

- Paper records
- Electronic records
- Visual records (e.g. security videos)

We ensure all personal information is securely stored, including:

- **Paper and Visual Records:** Kept in a locked environment within our facilities, behind several layers of physical security and access control.
- **Electronic Records:** Stored in a protected information system that complies with Australian healthcare storage protocols, is HL7 compliant, and ensures medical records are stored on servers within Australia. Data transfers are encrypted using a 256-bit SSL connection, and local encryption is utilized for databases.

Client Access to Stored Personal Information

Clients will have the right to access their stored personal information at anytime within normal business hours. Requests should be made in writing to “The Directors” at admin@neurospicypenrith.com.au and a response will be sent within five business days. In an effort to ensure the currency of information, active clients may be periodically contacted to update details.

Complaints Regarding Privacy

NeuroSpicy takes all privacy complaints seriously. Patients should submit any privacy-related concerns in writing. We will address the complaint in accordance with our resolution procedure and will respond within seven days.