

Kindfully OT Privacy Policy

Kindfully Occupational Therapy (KindfullyOT) take your privacy seriously and are committed to protecting the privacy of your personal information. This document outlines how Kindfully Occupational Therapy collects, uses, discloses, and protects personal information in compliance with our responsibilities. These include the thirteen Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)*, the *Privacy Act 1988 (Cth)* and the *National Disability Insurance Scheme Act 2013*.

By engaging with our services, using our website, or providing us with personal information, you acknowledge that you have read and understood this Policy and consent to the collection, use and disclosure of your personal information as described below. Contact details for any questions are provided below.

Collection of Personal Information

We collect personal information to provide occupational therapy services, manage our business operations, and comply with legal obligations. Personal information refers to any information that identifies an individual or could reasonably identify them. The types of personal information we may collect include but are not limited to:

1. Contact information (e.g., name, address, phone number, email address)
2. Health and medical information relevant to providing services
3. NDIS plan details
4. Financial and billing information
5. Emergency contact details
6. Information related to your disability and support needs

We collect personal information directly from you or your authorised representative, and sometimes from third parties with your consent or as required by law. Third parties may include your Doctor, your Advocate or other Service Providers.

Use of Personal Information

We use personal information for the following purposes:

1. To provide occupational therapy services and support to individuals
2. To communicate with you regarding appointments, changes to services, and relevant updates
3. To process payments, invoices, and manage financial records
4. To comply with legal, reporting and regulatory requirements
5. To improve the quality and effectiveness of our services

6. To respond to inquiries, requests, or complaints
7. To maintain accurate and up-to-date records

Disclosure of Personal Information

We may disclose personal information to the following parties or in the following circumstances:

Personal information refers to any information that identifies an individual or could reasonably identify them.

1. To other healthcare professionals or service providers involved in your care, with your consent or as required for continuity of treatment.
2. To government authorities, regulatory bodies, or funding agencies as required by law or for the purpose of claiming NDIS payments.
3. To third-party service providers, such as IT providers, payment processors, or cloud storage providers, who assist us in operating our business and securing your information. These providers are contractually bound to handle personal information in accordance with privacy laws and regulations.
4. To legal and professional advisors for the purpose of seeking advice or complying with legal obligations.
5. To respond to emergencies or protect the safety and well-being of individuals.
6. In the event of a business transaction, such as a merger, acquisition, or sale, where personal information may be transferred to the relevant parties.

We take reasonable steps to ensure that any third parties who receive personal information are bound by confidentiality obligations and adhere to privacy standards that are consistent with this Policy.

We may not use or disclose personal information for purposes not related to providing care and services, unless:

- You have given consent.
- The purpose is related to providing care and services, and you would reasonably expect disclosure of the information for that purpose.
- We believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to you, to another person or persons or to public health and safety.
- We have reason to suspect unlawful activity and disclosure is required or authorised by law.

Data Security and Retention

We implement reasonable measures to protect personal information from unauthorised access, use, disclosure, alteration, or destruction. These measures include physical, technical, and administrative safeguards, such as secure storage, access controls, and staff training.

We retain personal information for as long as necessary to fulfill the purposes for which it was collected or as required by law. When personal information is no longer needed, we securely dispose of it in accordance with requirements.

Access, Correction, and Complaints

You have the right to access, correct, or update your personal information in our records, subject to certain exceptions as allowed by law. If you would like to exercise these rights or have any concerns about the way we handle your personal information, please contact us using the information provided below. To obtain your personal information, you will need to provide sufficient proof of identity.

All complaints regarding privacy can be lodged in writing to feedback@kindfullyot.com.au

At all times, privacy complaints will be:

- Dealt with in a timely manner
- Taken seriously.
- Dealt with in a confidential manner.
- Not affect your existing obligations or your relationship with KindfullyOT

Contact Details

If you have any questions about privacy related concerns, please write to us via feedback@kindfullyot.com.au