



## **Privacy Collection Notice**

This Policy describes how Turning Point Occupational Therapy (ABN: 84 977 522 993) collects and manages your personal information to align with legal obligations and ethical standards.

Turning Point Occupational Therapy is committed to protecting your personal information in accordance with the Commonwealth Privacy Act 1988.

You have the right to know and understand how we manage your personal information.

### **1. Type of personal information collected and why it is collected**

Various forms of personal information may be collected to provide appropriate services, ensure effective practitioner-client relationships and adhere to legal obligations. Such personal information may include your name, contact details, age, address, support needs and any additional information or documentation provided by yourself, the referrer, or from a third party (upon your consent).

You do not have to provide personal information to us if you do not wish to, however, it may affect if/how services are provided. The information we often request is essential, as we may not be able to provide optimal services to you if we do not have the necessary information to understand your presentation and support needs.

If you have any questions or concerns regarding why we ask for, and require, certain pieces of information about you, please consult with the practitioner who is providing services to you.

### **2. Storage of personal information**

Turning Point Occupational Therapy is committed to ensuring that your personal information is secure. Our computers and mobile phones are strictly password protected, with an encrypted electronic file storage system. For compliance and regency of practice guidelines, service records must be kept for a minimum of 5 years, in secure electronic storage. After this duration, all personal information will be permanently disposed of.

### **3. Disclosure of personal information**

All information provided and related to you is confidential and will only be only disclosed with third parties when prior consent is provided by you, when necessary to provide services to you, or in the event that we be required by law to provide information.

With consent, we may disclose personal information to third parties to provide efficient services to you and collaborate in your support provision. To collaborate with your support network effectively, information about you may be disclosed to:

- Other government or non-government service providers
- Medical, or other health providers involved in your support
- Education facility personnel (e.g. staff at your childcare, kindergarten, school, or other learning centre), and/or

- Other individuals within your support network

#### **4. Access to your personal information**

You have the right to request details regarding your personal information, and documentation related to services provided to you, held by Turning Point Occupational Therapy. You can request this information from the practitioner providing services to you or via the email address below.

This Policy outlined how we manage your personal information and how you can access your personal information. For any concerns or complaints regarding this Policy please contact us via [admin@turningpointot.com.au](mailto:admin@turningpointot.com.au) or 0484 141 197.