



GINKGO OT WEBSITE PRIVACY POLICY

This Privacy Policy applies to all personal information collected by Naomi Buckeridge (ABN: 49415939197) via the website and google form located at <https://ginkgooccupationaltherapy.com>

1. What is "personal information"?

- a) The Privacy Act 1988 (Cth) currently defines "personal information" as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
 - (i) whether the information or opinion is true or not; and
 - (ii) whether the information or opinion is recorded in a material form or not.
- b) If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as "personal information" and will not be subject to this privacy policy.

2. What personal information do we collect?

The personal information which we collect and hold about you may include:

- Your name, your child's name and date of birth, your child's school/kindergarten/childcare, email address, phone number, suburb you live in, your child's diagnosis
- We may also use third parties to analyse traffic at that website, which may involve the use of cookies. On the website there may also be links to third party websites and we are not responsible for the content or privacy practices employed by websites that are linked from the website.

3. How do we collect your personal information?

Ginkgo OT may collect your personal information in several different ways.

- a) When you make your first enquiry the google form will collect your personal and demographic information.
- b) During the course of providing services, we may collect further personal information.
- c) We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
- d) We may also collect cookies from your computer which enable us to tell when you use the website and also to help customise your website experience. As a general rule, however, it is not possible to identify you personally from our use of cookies.



4. How do we store and protect your personal information?

Ginkgo OT stores all personal information securely. The personal information collected from the google form is stored in Ginkgo OT's google drive. Information in Google Drive is stored securely in data centres. Data is encrypted in-transit and at-rest. The Google Account comes with built-in security designed to detect and block threats like spam, phishing and malware.

5. Purpose of collection

- a) The purpose for which we collect personal information is to provide you with the best service experience possible on the website and
- b) The personal information collected from the google form informs the service provided.

6. Access and correction

Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us as set out below.

7. How can you lodge a privacy-related complaint, and how will the complaint be handled at Ginkgo OT?

If you have a complaint concerning the manner in which we maintain the privacy of your personal information, please contact us as set out below. We take complaints and concerns regarding privacy seriously. Naomi Buckeridge will then attempt to resolve it in accordance with our resolution procedure. All complaints should be emailed to: naomi@ginkgoot.com and we will endeavor to respond within 30 days. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

8. Overseas transfer

Your personal information will not be disclosed to recipients outside Australia unless you expressly request us to do so. If you request us to transfer your personal information to an overseas recipient, the overseas recipient will not be required to comply with the Australian Privacy Principles and we will not be liable for any mishandling of your information in such circumstances.

9. How to contact us about privacy

If you have any queries, or if you seek access to your personal information, or if you have a complaint about our privacy practices, you can contact us through: naomi@ginkgoot.com