



Privacy Policy

1. About This Policy

1.1 Purpose

Kidscape Speech Pathology is committed to safeguarding the privacy of individuals and the personal information we collect and hold.

We comply with the Australian Privacy Principles (APPs) under the *Privacy Act 1988 (Cth)*, other applicable privacy laws governing private sector health service providers, and Speech Pathology Australia's *Code of Ethics (2010)*.

This Privacy Policy outlines how Kidscape Speech Pathology manages the collection, use, and disclosure of personal information.

Kidscape Speech Pathology is a private speech pathology practice owned by Sian Higginson-Collits.

2. How Kidscape Speech Pathology Handles Your Personal Information

2.1 Legal Obligations

To provide the health care services you request, we must collect and use your personal information. Providing incomplete or inaccurate information may limit our ability to offer you the services you need.

2.2 Information We Collect

We collect only the necessary information to provide speech pathology services and manage our relationship with you. This may include:

- Name, date of birth, and address
- Health fund details
- Health history and family history

2.3 How We Collect Health Information

We primarily collect health information directly from you. In some cases, we may obtain information from third parties, such as relatives or other health care providers.



2.4 How We Use Your Information

Your personal information is used solely for the purposes for which it was provided, including:

- Delivering speech pathology services
- Managing our relationship with you
- Contacting you regarding your care
- Other purposes permitted under the *Privacy Act 1988*

2.5 Disclosure of Your Information

Your information may be shared in the following circumstances:

(a) With Other Health Professionals

Your speech pathologist will generally be the primary user of your personal information. However, when necessary, we may disclose it to other health professionals involved in your care, such as occupational therapists or psychologists.

(b) With the Referrer

A discharge summary may be sent to your referring medical practitioner upon your discharge or as required for your care. If you do not wish for this to occur, please inform us.

(c) With Relatives, Guardians, or Legal Representatives

Unless you indicate otherwise, we may share information about your condition with parents, guardians, close relatives, or personal representatives.

2.6 Other Uses and Disclosures

We may also use or disclose your personal information for:

- Quality assurance, accreditation, audits, risk management, and staff training
- Billing, invoicing, and account management
- Liaising with Medicare, private health insurers, NDIA, or plan managers
- Appointment reminders via text or email



With your explicit consent, we may also use your information for research, marketing, or other purposes. We do not disclose personal information outside Australia.

2.7 Access and Correction of Your Information

You have the right to access and request corrections to your personal information. If we do not agree to amend your records, we will document your request and include it in your file.

To access or request changes to your information, please contact our Privacy Officer (details below). Reasonable fees may apply for providing copies of records.

2.8 Data Quality and Security

We take reasonable steps to ensure that the personal information we collect, use, or disclose is accurate, complete, and up-to-date.

We implement safeguards such as access controls, network firewalls, encryption, and physical security to protect your personal information from misuse, loss, or unauthorized access.

If information is no longer required, we will securely destroy or permanently de-identify it unless retention is required by law.

2.9 Privacy Complaints

If you have concerns regarding how we handle your personal information, you may contact our Privacy Officer:

- **Email:** admin@kidscaresp.com.au
- **Phone:** 0478 751 252

We will review your complaint and provide a response promptly.

3. Handling of Personal Information on Our Website

This section explains how we collect and handle personal information through our website: www.kidscaresp.com.au.

3.1 Information Collection

We do not attempt to identify individual users unless they voluntarily provide personal information through:



- General inquiries via our contact page
- Intake form submissions
- Complaints or inquiries to our Privacy Officer

When you visit our website, our Internet Service Provider (ISP) may collect statistical data, including:

- IP address and top-level domain name
- Date, time, and pages accessed
- Browser type

This data helps us assess website performance and improve user experience.

3.2 Cookies

Our website uses temporary cookies to enhance functionality. These cookies do not store personal information and are deleted when you close your browser.

You may configure your browser to reject cookies, but this may limit website functionality.

3.3 Third-Party Links

We may provide links to third-party websites. We are not responsible for their content or privacy practices.

3.4 Use and Disclosure

Personal information collected via our website is managed in accordance with this Privacy Policy.

For further details about our privacy practices, please contact our Privacy Officer using the details above.