

PRIVACY POLICY

At Function First Occupational Therapy we are committed to ensuring and upholding the privacy and confidentiality of our clients and stakeholders' personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Privacy Act).

This policy is designed to clearly communicate how Function First Occupational Therapy handles our clients and all other stakeholders' personal and health information. It provides a detailed outline of the type of information our service may hold, how it is handled and how you can access it.

Personal Information as defined in the Privacy Act (1988) means information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- Whether information or opinion is true or not
- Whether the information or opinion is recorded in a material form or not

Health Information as defined in the Privacy Act (1988) is a particular subset of personal information and means information or an opinion about:

- The health or a disability (at any time) of an individual
- An individual's expressed wishes about the future provision of health services to him or her
- A health service provided or to be provided to an individual

Information Collection

Function First Occupational Therapy Service gathers personal and health information through a variety of methods. These include face to face interactions, interaction with our website, email, and phone. We may collect personal and health information via these means directly from individuals, their authorised representatives, and/or third parties (e.g., doctors, therapists, family members). We only gather information that is essential or beneficial in ensuring the highest quality of service.

Our website collects non-identifying information of the sort that web browsers and servers typically make available, such as: the browser type, language preference and the date and time of each visitor request. The purpose of collecting non-identifying information is to better understand how our visitors interact with our website. By using the website, you consent to the data practices described in this statement.

Disclosure and use of Information

Function First Occupational Therapy will only use or disclose personal information for the primary purpose for which it was collected, for a directly related secondary purpose or as permitted or required by law. Along with the uses listed in this policy or otherwise permitted under the Privacy Act (1988), using or disclosing personal information will only be done after obtaining the client's or stakeholder's consent.

Outlined below is how Function First Occupational Therapy Service may use or disclose personal information.

- Personal information including sensitive and health information is collected and used for the primary purpose of ensuring all clients receive a high quality of service whilst under care of Function First Occupational Therapy.

- Where necessary information may be required to be disclosed to other health care providers, such as a general practitioner, therapists, support coordinator, case manager, equipment suppliers, home modifications services or hospitals that may be involved in ongoing care and/or services.
- We may provide information about medical conditions to the next of kin, relatives, guardians or legal representatives, unless previously stated by the client or stakeholder to not disclose personal or health information.

Your health and personal information will only be shared with third parties where the information is required to ensure effective service provision and you have given your consent.

The only circumstances when this does not apply are as follows:

- It is subpoenaed by a court, or reasonably necessary to enforce the law or investigate suspected unlawful activity, and
- Failure to disclose the information would place you or another person at risk of harm.

Access to and Correction of Information About You

Function First Occupational Therapy will, on request, provide you with access to the information we hold about you, unless there is an exception which applies under the National Privacy Principles. A mutually agreeable time for supervised access to your information will be arranged and we may recover from you the costs of supplying you with access to this information. Your request must be submitted in writing and will be addressed within 28 days.

If we refuse to provide you with access to the information we hold about you, we will provide you with reasons for the refusal and inform you of any exceptions applicable under the National Privacy Principles.

Keeping Your Personal Information Up to Date

We take reasonable steps to ensure that the personal information we hold about you is accurate, complete, and up to date whenever we collect or use it. If the personal information we hold about you is inaccurate, incomplete and/or out-of-date, please contact us and we will take reasonable steps to correct this. If necessary, we will discuss an alternative course of action with you.

How we store and protect your information

Function First Occupational Therapy ensures information is securely stored in a range of mediums including electronic systems, electronic instrumentation, and limited paper copy documents locked in client files. Function First Occupational Therapy has a number of security measures in place to ensure information is protected. These include firewalls, administrative, physical and technical access restrictions, with only authorised personnel able to access relevant data. Function First Occupational Therapy has a secure server and virus scanning and protection. Function First Occupational Therapy endeavors to ensure all security programs are regularly assessed and updated as required.

In accordance with this Privacy Policy, once any health or personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure. While we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us. Therefore, use of our service is at your own risk.

Photography

If you consent to photographs being taken for the purpose of providing the service you have requested, these digital images will be secured via password protections on the device with which they were taken. We will ensure images are de-identified and deleted when service is completed.

Contacting us

At Function First Occupational Therapy client care is our main priority. If you have any concerns regarding our privacy policy or services, please contact us directly using the contact details provided below.

Lisa Smit | Director and Occupational therapist

Ph: 0456 483 387

E: info@functionfirstot.com.au

Function First Occupational Therapy welcomes complaints, compliments and ideas as it provides feedback on our services and enables us to make service improvements. We will strive to resolve your complaint internally. If we are unable to resolve your complaint satisfactorily, you may request the Federal Privacy Commissioner to have your complaint investigated. For more information about how you may lodge a complaint with the Federal Privacy Commissioner, please contact the Commissioner's hotline service on 1300 363 992.