

# AJH

## Disability & Health Services

Atypical ♦ Just ♦ Holistic

ABN 44 622 414 493  
NDIS Registration 4050027382



## PRIVACY POLICY

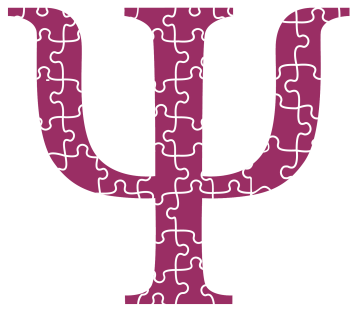
**PARTICIPANT INFORMATION:** Participant records are stored in a secure cloud-based practice management system (electronic files) which is accessible only to authorised employees. The type of information we may hold on to includes your contact details, Medicare number, NDIS number, referral letters, session notes, assessment results, reports, correspondence and other personal information collected as part of providing the agreed upon service. Some information we hold is stored on secure data hosting facilities outside of Australia (e.g. survey forms). We can retain credit card details for online payments through the cloud-based practice management system, however, will seek your expressed permission to do so, if needed. Administration and finance staff have access to your participant records for the sole purpose of contacting and arranging services and invoicing and receiving payments.

**HOW PERSONAL INFORMATION IS COLLECTED:** Your personal information is collected in a number of ways before, during and after consultations including when you, 1) provide information to book your appointments; 2) interact with or provide information directly to AJH Disability & Health Services employees, either verbally or in writing, including emails and online forms; and, 3) when other professionals or stakeholders (e.g. GP, lawyer, school staff) provide your personal information to AJH Disability & Health Services via referrals, correspondence, and medical or other reports.

**PURPOSE OF COLLECTING AND HOLDING PERSONAL INFORMATION:** Your personal information is gathered and used for the purpose of providing and documenting the service you have been referred for. AJH Disability & Health Services employees will only record personal information that they deem necessary or relevant to provide your agreed to service and to inform any opinions they may be requested or obligated to provide about you (e.g. letter to your GP, support coordinator, NDIA regarding your treatment progress). AJH Disability & Health Services may also use personal information collected from you to provide you with service information, practice updates and appointment reminders. You may change your contact details and unsubscribe or opt-out of any service at any time by advising us.

**DISCLOSURE OF PERSONAL INFORMATION:** Your personal information will not be disclosed except when:

- It is subpoenaed by a court; or
- Failure to disclose the information would, in the reasonable belief of your service provider or AJH Disability & Health Services Director, place you or another person at serious risk to life, health or safety; or
- Your or your Guardian's prior approval has been obtained to: (1) provide a letter or report to another professional or agency (e.g. GP or lawyer); or (2) discuss or



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share the information with another person (e.g. parent, carer or employer); or (3) disclose the information in another way (e.g. via email); or

- You would reasonably expect your personal information to be disclosed to another health practitioner or professional, and disclosure of your personal information to that third party is for a purpose directly related to the primary purpose for which your personal information was collected (i.e. your service under the signed service agreement); or
- Disclosure is otherwise required by law.

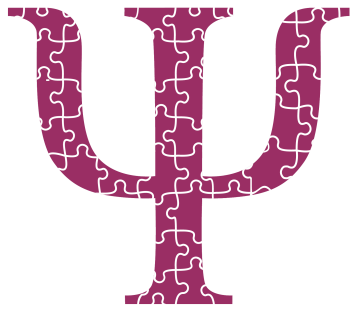
Your personal information will not be used, sold, rented or disclosed for any other purpose.

**PROFESSIONAL SUPERVISION:** From time to time, your provider may consult with their professional supervisor or another registered health practitioner about your case for the purpose of supervision and guidance to enhance their service to you. In such instances, your information will be deidentified (i.e. using a pseudonym), unless consulting with AJH Disability & Health Services Director who is likely to know your identity and is also bound by the Privacy Act and this policy.

**CONSEQUENCES OF NOT PROVIDING PERSONAL INFORMATION:** If you do not wish to provide your personal information in a way anticipated by this Privacy Policy, that is okay. However, AJH Disability & Health Services may then be unable to provide the nominated service to you.

**REQUESTS FOR CORRECTION OR ACCESS TO PARTICIPANT RECORDS:** You may request to see the personal information in your participant record by writing to the Director of AJH Disability & Health Services. Your service provider will respond to your request in writing in 28 days and may or may not provide you access to this information, subject to the exceptions in the Privacy Act. Where access is granted, your service provider will require you to attend an appointment to view your personal information. Standard service fees apply to these appointments. You may also request to correct personal information on your participant record that is agreed to be inaccurate, out-of-date or incomplete. Requests to correct information should be made to your service provider or, where appropriate, to reception staff (e.g. updating address details). Reasonable steps will be taken to correct your information as soon as practicable or your service provider will at least respond to your request in writing within 28 days. In some instances, you may be required to attend an appointment for clarification purposes. Standard service rates may apply to these appointments depending on the nature of the requested corrections.

**REQUESTS TO RELEASE PARTICIPANT RECORDS:** This section describes our policy on responding to requests from participants, guardians, legal representatives or other relevant authorities, to release all or part of a participant's record. This policy does not pertain to subpoenas. Requests to release your information must be received in writing at least 28 days prior to the information being needed. Your service provider must have regard for legal and ethical exceptions in considering the request and will respond to the requesting party within



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14 days. If there is no objection to the request, the requesting party will be invoiced for the anticipated cost of properly preparing and releasing your personal information. This process will be completed within 14 days of receiving full payment. In most instances, your service provider will require you to attend an appointment to review the information due to be released and to obtain your fully informed written consent to the release (signing a generic consent form is generally insufficient). Standard service fees apply to these appointments. Alternatively, you may make a written request to your service provider to provide a summary of your personal information, or a letter or report addressing the purpose that the personal information is being sought for, in accordance with our policy on the disclosure of participant information. Costs and timeframes for these requests are at the discretion of your service provider. Please note that we cannot be responsible for preserving the confidentiality of information that has left AJH Disability & Health Services control.

**DISPOSAL OF PARTICIPANT RECORDS:** Service Providers are required to hold adult participants' files for 7 years and to hold child participants' files until the child has turned 25 years old. Unless impracticable, we store participant records in our secure electronic practice management system. Any information unable to be stored electronically is archived in a secure filing cabinet held on one of the business premises. Once your record is due to be disposed of, your electronic file will be permanently deleted, and any archived paper file will be shred onsite.

**CONCERNS:** We will notify you immediately on becoming aware of any breach to this policy or the security of your personal information. If you have a concern about the management of your personal information, you may inform your service provider either verbally or in writing. You can access the Australian Privacy Principles, which describe your rights and how your personal information should be handled, via [www.privacy.gov.au](http://www.privacy.gov.au). If you ultimately wish to lodge a formal complaint about the use of, disclosure of, or access to, your personal information, you may do so with the Office of the Australian Information Commissioner (OAIC) by phone (1300 363 992), by post (GPO Box 5218, Sydney NSW 2001) or online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>.

**CHANGES TO PRIVACY POLICY:** This policy is subject to change from time to time in response to new laws or technologies or changes to our practice operations. We will notify participants of any substantive changes to this policy as they occur.

**AGREEMENT:** By engaging the services of AJH Disability & Health Services, you agree to your personal information being managed in accordance with this privacy policy. If you have any questions about this policy, please speak with your service provider as soon as possible. Feedback and suggestions for improving our policies are also welcome anytime and may be directed to our Operations Manager or Director.