

Privacy Policy

Purpose This policy outlines how Baybreeze Therapy (ABN 68 405 681 637) manages personal information to protect the privacy of our clients, staff, and stakeholders. We are committed to complying with the Privacy Act 1988 (Cth) and the Australian Privacy Principles, ensuring that personal information is handled responsibly and securely.

More information of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

Scope This policy applies to all personal and sensitive information collected, used, stored, or disclosed by Baybreeze Therapy in connection with our occupational therapy services. It covers information from clients, employees, contractors, and any other individuals we interact with in the course of business.

Privacy Procedure

Step 1: Collection of Personal and Sensitive Information

- Personal Information is information or an opinion that identifies an individual.
- We collect personal information that is necessary to provide quality occupational therapy services. This may include:
 - Client details: Name, contact information (including address, email, phone number), date of birth, NDIS number, medical history, and therapy goals.
 - Health information: Specific medical or disability-related information to tailor services to client needs.
- How we collect information:
 - Directly from clients during assessments and therapy sessions.
 - During correspondence including telephone calls, email, previous reports provided by yourself or from other providers with consent.
 - Written information from your referral.
 - From NDIS plans if provided and relevant.
 - Through referrals from other health professionals or agencies.
- When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.
- As much as possible, we will collect your Personal Information only from you. At times it is helpful to obtain supplementary information from other stakeholders with your verbal or written consent.

- It is an important that your Personal Information is up to date. If you find that the information we have is not correct, please advise us as soon as possible so we can update our records and ensure we can continue to provide quality services to you.
- Sensitive information includes information such as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.
- Sensitive information will be used by us for:
 - the primary purpose for which it was obtained
 - a secondary purpose that is directly related to the primary purpose
 - With your consent; or where required or authorised by law.

Step 2: Use and Disclosure of Personal and Sensitive Information

- Personal and sensitive information is used to:
 - Develop and implement therapy plans in line with the client's NDIS goals.
 - Communicate with clients, caregivers, and support coordinators if required (with consent).
 - Develop reports or other documentation as agreed.
- We only disclose personal information when necessary, such as:
 - With the client's consent to representatives, healthcare providers, and/or support networks. You can withdraw consent at any time. Please advise as soon as possible if your consent to share information with agreed stakeholders (if required) changes at any time.
 - To comply with legal obligations (e.g., under a court order or if required by law).
 - In emergencies to protect the health or safety of a client or others if there is deemed to be a serious threat to self or others.
 - Funding bodies such as NDIS or Medicare require certain information as part of funding requirements. This will be discussed with you so you are aware of what information is being disclosed. If you have been referred by an external party to occupational therapy services, a letter or update may be required to the referrer to report on progress.
- Third-party providers: Any third-party service providers who may access personal information (e.g., IT providers, contractors) are required to comply with our privacy and confidentiality standards.

Step 3: Data Security

- Your Personal and Sensitive Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

- We are committed to safeguarding the personal information we collect and store:
 - Physical security: Personal files and records are kept in secure locations. When no longer required, any physical information (such as completed assessment forms) are destroyed and disposed of.
 - Digital security: Technology is kept as secure as possible. Electronic records are stored in password-protected systems with encryption measures in place. Regular security updates and backups are performed to protect data integrity.
 - Baybreeze Therapy uses Splose practice management software. Please access the Splose Privacy Policy here <https://splose.com/privacy-policy>
- Access restrictions: Only authorised staff members have access to personal information on a need-to-know basis. Staff are trained in privacy protocols and are required to sign confidentiality agreements.

Step 4: Access and Correction of Personal Information

- Client access: Clients or their authorised representatives can request access to their personal information at any time. Requests must be submitted in writing to calee@baybreezetherapy.com.au
 - Access will be granted within 30 days unless there are legal or regulatory reasons for refusal.
- Correction of information: If a client believes their personal information is incorrect, they can request an amendment. We will promptly update or correct any inaccuracies in the records.

Step 5: Complaints Handling

- Privacy complaints: If a client, or other stakeholder believes their privacy has been breached, they can submit a complaint in writing to calee@baybreezetherapy.com.au
 - We will acknowledge the complaint within 5 business days and aim to resolve it within 10 business days.
 - If the complainant is not satisfied with the resolution, they can escalate the matter to the Office of the Australian Information Commissioner (OAIC):
 - Website: www.oaic.gov.au
 - Phone: 1300 363 992

Step 6: Retention and Destruction of Personal Information

- We retain personal information for as long as it is necessary to fulfill the purpose for which it was collected, or as required by law.
 - Client records: Retained for 7 years from the date of the last interaction, or longer if required by NDIS or other funding or regulatory bodies.

- Employee records: Retained for the duration of employment and up to 7 years after employment ceases, as required by law.
- Destruction of information: Once personal information is no longer required, it will be securely destroyed or de-identified to prevent unauthorised access.

Step 7: Policy Review and Updates

- This Privacy Policy will be reviewed annually or whenever there are changes to legislation or business practices. We will notify clients and staff of any significant changes to how their personal information is handled.

Responsibility and Accountability:

- Business Owner/Manager: The business owner is responsible for ensuring compliance with privacy laws, managing privacy breaches, and implementing data security protocols.

Contact Details:

For any queries, requests, or complaints related to this Privacy Policy please contact:

Baybreeze Therapy
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calee@baybreezetherapy.com.au
www.baybreezetherapy.com.au