

Privacy Policy

NeuroVita Occupational Therapy

Last updated: 12th of October 2026

About this policy

NeuroVita Occupational Therapy ("NeuroVita", "we", "us") is a mobile occupational therapy practice on the Gold Coast, Queensland. We are bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles. This policy explains how we collect, use, store and share your personal information, including health information.

What information we collect

We collect the information we need to provide safe, effective occupational therapy, including:

- name, date of birth, address, phone number and email
- contact details for family members, carers, guardians or nominated representatives
- health information, including medical history, diagnoses, functional abilities, assessment results, treatment notes and reports
- funding details, such as NDIS, DVA, Support at Home, Medicare, NISQ, WorkCover or insurer details and reference numbers
- details of your GP, specialists, support coordinator, case manager or other treating providers
- information you give us through enquiry forms, including forms on Facebook and Instagram

How we collect it

We usually collect information directly from you or your representative, in person, by phone, by email, or through our website and online forms. We may also receive it from:

- GPs, specialists, hospitals and other health professionals
- support coordinators, case managers, plan managers and Support at Home providers
- funding bodies and insurers
- family members or carers, with your consent

When you submit an enquiry through a Facebook or Instagram lead form, Meta collects that information under its own privacy policy and passes it to us so we can respond.

Why we collect and use it

We use your information to:

- respond to your enquiry and arrange an assessment
- assess, plan and deliver occupational therapy
- write reports and correspond with your treating team and funding bodies
- process funding claims, invoices and payments
- meet our legal and professional obligations
- improve the quality and safety of our services

We will only contact you about our services in relation to your enquiry or care. You can ask us to stop at any time.

Who we share it with

We only share your information when it is needed to provide your care, when you have consented, or when the law allows or requires it. This may include:

- your GP, specialists and other treating health professionals
- funding bodies such as the NDIA, DVA, Services Australia (Medicare), NISQ, WorkCover Queensland and insurers

- your support coordinator, plan manager, case manager or Support at Home provider
- trusted service providers who help us run the practice, such as practice management software, secure cloud storage and administrative support

We do not sell your personal information.

Overseas access

Some of our administrative support staff are located in the Philippines and may access your contact and enquiry details to book appointments and answer calls. Some of our software providers may also store data outside Australia. We take reasonable steps to make sure anyone who accesses your information overseas protects it in line with the Australian Privacy Principles.

Our website

Our website may use cookies and analytics tools, including Google, to understand how visitors use the site and to improve our advertising. These tools do not tell us who you are unless you choose to contact us.

Security and storage

We store your information securely, using password-protected systems and appropriate safeguards against loss, misuse or unauthorised access. We keep health records for as long as the law requires, generally at least 7 years after your last appointment (or until age 25 for children), and then destroy them securely.

Your rights

- **Access:** you can ask to see the information we hold about you.
- **Correction:** if your information is wrong or out of date, you can ask us to correct it.
- **Anonymity:** you can enquire without giving your name, but we will need your details to provide services.

We may decline a request where the law allows, and will explain why if we do.

Data breaches

If a data breach is likely to cause serious harm, we will notify you and the Office of the Australian Information Commissioner (OAIC) as required under the Notifiable Data Breaches scheme.

Complaints

If you have a concern about how we have handled your information, please contact us first. We aim to respond within 30 days. If you are not satisfied, you can contact the OAIC:

- Phone: 1300 363 992
- Website: www.oaic.gov.au

Contact us

NeuroVita Occupational Therapy
ABN: 16 292 905 671
Phone: 1300 034 812
Email: admin@neurovita.com.au

Changes to this policy

We may update this policy from time to time. The latest version will always be on this page.