



# Cognitive Care

## Privacy Statement

**Effective Date:** 11<sup>th</sup> May 2026

**Practice Name:** Cognitive Care

**Contact:** [admin@cognitive-care.com.au](mailto:admin@cognitive-care.com.au)

### 1. Purpose of This Privacy Statement

This Privacy Statement explains how we collect, use, disclose, and protect personal information when you visit our website or engage with our neuropsychology services. We are committed to maintaining the privacy and confidentiality of all personal information in accordance with the Privacy Act 1988 (Cth) (Privacy Act) and with the thirteen Australian Privacy Principles in the Privacy Act.

### 2. Information We Collect

We may collect the following information:

- **Personal details:** such as your name, contact information, and date of birth.
- **Health information:** relevant background details you voluntarily provide via contact or intake forms.
- **Website usage data:** such as IP address, browser type, and pages visited (through analytics tools or cookies).

We collect information only as necessary to provide clinical services, manage our website, or respond to enquiries.

### 3. How We Use Personal Information

Personal information is used for purposes including:

- Scheduling appointments and delivering assessment or therapy services.
- Communicating about your care or responding to enquiries.
- Managing and improving our website and professional operations.
- Meeting legal, ethical, and professional obligations as a registered health practitioner.

#### **4. Confidentiality and Disclosure**

All clinical information is confidential and stored securely. Information will only be disclosed:

- With your explicit written consent.
- When required by law (e.g., risk of harm, court order).
- To coordinate care with other health professionals, only with your consent.

#### **5. Data Storage and Security**

Electronic records are protected by secure systems and on secure cloud-based technology, accessible only by authorised staff. Hard copy paper records are stored in locked facilities.

#### **6. Your Rights**

You have the right to:

- Access or request correction of your personal information.
- Withdraw consent for non-essential uses of your data.
- Lodge a complaint if you believe your privacy rights have been breached.

Requests can be made in writing to the contact details above.

#### **7. Website and Cookies**

Our website may use cookies or analytics to understand traffic and improve user experience. You can disable cookies through your browser settings. No personal health data is collected through this website.

#### **8. Updates to This Statement**

This Privacy Statement may be updated periodically to reflect changes in practice or privacy legislation.