

Privacy Policy

Adaptive Solutions Occupational Therapy needs to collect information about you for the primary purpose of providing Occupational Therapy services. In order to thoroughly assess, prescribe interventions, and make recommendations for you, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through an insurer or compensation agency. Information will be used within the practice for handover if another practitioner provides you with assistance.

Adaptive Solutions Occupational Therapy may disclose information regarding diagnosis or treatment to your Doctor or other treatment providers if necessary for your care or otherwise with your consent. In the case of insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your treatment. Adaptive Solutions Occupational Therapy will not disclose your information to commercial companies, however specific service or product information as deemed suitable for your management, may be forwarded to you by us, unless you instruct Adaptive Solutions Occupational Therapy not to forward this type of information. Your written consent will be obtained at the start of your treatment in order to carry out the above activities. We do not disclose your personal information to overseas recipients.

Information at Adaptive Solutions Occupational Therapy is stored securely and only practice staff has access to it. Adaptive Solutions Occupational Therapy takes all reasonable steps to ensure that information collected about you is accurate, complete and up to date. You may request access to your information. You may also request correction of your information if you believe that any of the information is inaccurate. If you do not provide relevant personal or health information, in part or in full, to Adaptive Solutions Occupational Therapy we may be unable to provide some or all of our services to you. This may impact the care we are able to provide to you. Any concerns that you may have about this statement or about your management can be directed to AdaptiveSolutionsOT@gmail.com.

1. We respect your privacy

(a) Adaptive Solutions Occupational Therapy respects your right to privacy and is committed to safeguarding the privacy of our customers. We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). This policy sets out how we collect and treat your personal information.

(b) "Personal information" is information we hold which is identifiable as being about you.

2. Collection of personal information

(a) Adaptive Solutions Occupational Therapy will receive and store personal information you provide to us directly or given to us in other forms.

(b) You may provide basic information such as your name, phone number, address and email address to enable us to send information, provide updates and process your product or service order. We may collect additional information at other times, including but not limited to, when you provide feedback, when you provide information about your personal or business affairs, change your content or email preference, respond to surveys and/or promotions, provide financial or credit card information, or communicate with our customer support.

(c) Additionally, we may also collect any other information you provide while interacting with us.

3. How we collect your personal information

(a) Adaptive Solutions Occupational Therapy collects personal information from you in a variety of ways, including when you interact with us electronically or in person and when we provide our services to you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.

4. Use of your personal information

(a) Adaptive Solutions Occupational Therapy may use personal information collected from you to provide you with information, updates and our services. We may also make you aware of new and additional products, services and opportunities available to you. We may use your personal information to improve our products and services and better understand your needs.

(b) Adaptive Solutions Occupational Therapy may communicate with you by a variety of measures including, but not limited to telephone, email, SMS or mail.

(c) Adaptive Solutions Occupational Therapy may utilise Artificial Intelligence (AI) technology to enhance the accuracy and efficiency of documentation, and assist with transcribing clinical notes, generating reports, and organising information.

All information processed through AI is strictly de-identified, meaning that any personally identifiable details (such as names, addresses, or contact information) are removed before being inputted into AI systems. This ensures that no identifiable personal or sensitive health data is stored, shared, or used beyond the intended purpose of clinical documentation.

We uphold strict confidentiality and data security standards in line with Australian Privacy Principles (APPs) and the NDIS Code of Conduct. The use of AI does not replace professional judgment, and all documentation remains clinician-reviewed and securely stored within our practice management systems. We do not share de-identified information with external parties or use AI models that allow unrestricted access to data. The AI technology used is only accessed within our practice, ensuring that your information remains private and secure.

5. Disclosure of your personal information

(a) We may disclose your personal information to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this Policy. Personal information is only supplied to a third party when it is required for the delivery of our services.

(b) We may from time to time need to disclose personal information to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.

(c) We may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Adaptive Solutions Occupational Therapy, its customers or third parties.

(d) We do not ordinarily disclose your personal information to overseas recipients. However, some of the third parties that we may disclose your personal information to may be based overseas. Thus information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.

(e) If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer to the extent permissible at law our user databases, together with any personal information and non-personal information contained in those databases. This information may be

disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.

(f) By providing us with personal information, you consent to the terms of this Privacy Policy and the types of disclosure covered by this Policy. Where we disclose your personal information to third parties, we will request that the third party follow this Policy regarding handling your personal information.

6. Security of your personal information

(a) Adaptive Solutions Occupational Therapy is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure.

(b) The transmission and exchange of information is carried out at your own risk. We cannot guarantee the security of any information that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of information, we cannot assure you that personal information that we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

7. Access to your personal information

(a) You may request details of personal information that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth). A small administrative fee may be payable for the provision of information. If you would like a copy of the information, which we hold about you or believe that any information we hold on you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at AdaptiveSolutionsOT@gmail.com.

(b) We reserve the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the Privacy Act.

8. Complaints about privacy

(a) If you have any complaints about our privacy practises, please contact us in writing at AdaptiveSolutionsOT@gmail.com. We take complaints very seriously and will investigate your privacy complaint. We will respond to you with the outcome of this investigation in writing as soon as possible. If we believe your complaint is justified, we will aim to resolve this complaint with you. If you are not satisfied with how we have handled your complaint, you may complain to the Office of the Australian Information Commissioner (www.oiac.gov.au).

9. Changes to Privacy Policy

(a) Please be aware that we may change this Privacy Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back in from time to time to review our Privacy Policy.