



Privacy Statement

Nurturing Hands Allied Health Pty Ltd

ABN: 70 682 174 812 15 Caromar

Street, Croydon VIC 3136

Phone: 0419 54 59 51

www.nurturing-hands.com.au

1. Introduction

Nurturing Hands Allied Health Pty Ltd ("Nurturing Hands", "we", "us", or "our") is committed to protecting your privacy and complying with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). This Privacy Statement outlines how we collect, use, disclose, store, and protect your personal information.

2. Collection of Personal Information

We collect personal information necessary to provide allied health services, respond to your enquiries, manage appointments, and comply with applicable laws. This could include (but is not limited to):

- Full name, address, date of birth, gender
- Contact details (phone, email, emergency contacts)
- Medical history, health information, treatment details
- Medicare or ND'S numbers
- Billing, insurance, and payment information

We typically collect your information directly from you or your authorised representative. Occasionally, we may receive information from third parties such as other health professionals or support services.

3. Use of Personal Information

Your personal information is collected for purposes including:

- Providing allied health and support services
- Assessing eligibility for funding and processing claims
- Managing appointments and communications
- Coordinating with other providers involved in your care
- Meeting legal, regulatory, and insurance obligations
- Improving our service quality and operations



4. Disclosure of Personal Information

We may share your personal information with:

- Medical or healthcare professionals involved in your care
- Your authorised representatives or support coordinators
- Relevant third-party service providers (e.g., IT, administration)
- Government agencies as required by law (including the NDIS, TAC or Medicare)
- Insurers and regulatory bodies

We will not share your information internationally or for marketing purposes without your explicit consent.

5. Storage and Security

We store personal information electronically and/or in hard copy. Reasonable steps are taken to protect your information against unauthorised access, misuse, disclosure, alteration, or loss.

Access to your records is limited to authorised staff only.

6. Access and Correction

You have the right to access and update your personal information held by us, subject to certain exceptions permitted by law. If you wish to access your records or believe your information is incorrect, please contact us at Contact Page.

7. Website and Online Forms

When you visit our website, we may collect limited information such as your IP address and anonymous site analytics for service improvement purposes. If you complete our online forms, information provided will be handled as per this Privacy Statement.

8. Changes to This Privacy Statement

We may update this Privacy Statement from time to time. The latest version will always be posted on our website at www.nurturing-hands.com.au.

Contact Us

If you have any questions or concerns about how we handle your personal information or wish to make a complaint, please contact:

Nurturing Hands Allied Health Pty Ltd

15 Caromar Street, Croydon VIC 3136

Phone: 0419 54 59 51

Email: info@nurturing-hands.com.au

[Contact Page](#)

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian

Information Commissioner (OAIC) at www.oaic.gov.au .