



1. Purpose

This policy outlines Full Life's policies and processes for maintaining individuals' rights to privacy and dignity, including compliance with the *Privacy Act 1988 (Act)*.

2. Policy Scope

Full Life is committed to respecting and protecting the individual's dignity and privacy rights under privacy laws.

Full Life complies with the 13 Australian Privacy Principles in the Act and Occupational Therapy Australia's Code of Ethics.

This policy is to disclose:

- the types of personal information Full Life collects and stores;
- how Full Life collects and holds personal information;
- the purposes for which Full Life collects, holds, uses and discloses personal information;
- how an individual can access and correct their personal information;
- how Full Life protect protects a client's dignity during services; and
- how an individual can complain about a breach of their privacy rights and how Full Life will deal with their complaint.

3. Other policies

This policy is to operate in conjunction with other Full Life policies and procedures, including:

- **Data Breach Response Policy and Procedure;**
- **Incidences;**
- **Risk Management Policy;**
- **Complaints.**

4. Types of information we collect and store

We collect and store **personal information** about individuals.

With respect to clients, personal information includes:

- name, address, and date of birth;
- information about their health, disability, family background, education, and work experience;
- any communication barriers, social participation, and other relevant experiences that help us assess their needs;
- information from assessments, including therapist notes, videos, or photos (if necessary).

With respect to staff, this includes:

- work experience and history;
- police clearances; and
- character references.

We will only collect **sensitive information** with the individual's consent.

Sensitive information includes information about an individual's:

- racial or ethnic origin;
- political opinions or membership;
- religious beliefs or affiliations;
- memberships with professional or trade association or trade union;
- sexual orientation or practices;
- criminal record; or
- health, genetic or biometric information.

5. Anonymity

Clients may request to receive Full Life's services on an anonymous basis or using a pseudonym. Full Life may not comply with this request if we are required by law to deal with individuals who have identified themselves, or it is impracticable.

6. How we collect personal information

Full Life only collects personal information by lawful and fair means.

We collect personal information about an individual only from the individual, unless it is unreasonable or impractical to do so.

With the individual's consent, we may collect personal information during telephone discussions, forms, assessments, reports, and from third parties (such as the individual's family members, advocate, doctor or other service providers).

Full Life collects personal information from its website www.full-life.au through online forms and emails, and uses third parties to analyse website traffic, which may involve the use of cookies.

Full Life is not responsible for the content or privacy practices employed by any third party websites that are linked on its website.

7. Purpose of collection of information

Full Life only collects *personal information* that is reasonably necessary for (or directly related to) the purpose of **providing our services**.

This includes using information for the following purposes:

- conducting our business;
- providing and marketing our services;
- managing our internal administrative processes including our client information system;
- billing;
- handing overs between our therapists;
- (after third party consent has been received) communicating with other allied health professionals, clients' service providers (e.g. clients' support coordinators, plan managers, and government agencies such as NDIA); and
- auditing purposes; and
- complying with our legal obligations.

Full Life only collects *sensitive information* if:

- an individual gives their consent and this information is reasonably necessary for (or directly related to) the purpose of Full Life providing services; or
- an individual does not consent and the collection is required, authorised or permitted by law (see [Collection, use or disclosure without consent](#)).

8. How we use and disclose information

Under the Act, we can only use and disclose information:

1. for the purpose of providing our services (such as writing reports);
2. for another purpose, where an individual has given their consent; or
3. in limited circumstances without an individual's consent (see [Collection, use or disclosure without consent](#)).

9. Collection, use or disclosure without consent

Full Life may collect, use or disclose information without an individual's consent where:

- an individual would reasonably expect Full Life to use or disclose their personal information for a purpose that is related to providing services;
- an individual would reasonably expect Full Life to use or disclose their sensitive information for a purpose that is directly related to providing services;
- the use or disclosure is required by law (e.g. reporting/notification obligations under legislation, court/tribunal orders);

- the use or disclosure is reasonably necessary for enforcement related activities (noting we will make a written note of the use or disclosure);
- a “*permitted general situation*” (as defined in s.16A of the Act) exists, meaning:
 - it is unreasonable or impractical to obtain an individual’s consent and Full Life reasonably believes that the collection, use or disclosure is necessary to lessen or prevent a serious threat to life, health or safety of any individual, or to public health or safety;
 - Full Life has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to our functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is needed for us to take appropriate action;
 - Full Life reasonably believe that the collection, use or disclosure is reasonably necessary to assist in the location of a missing person;
 - the collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim or a confidential alternative dispute resolution process.
- A “*permitted health situation*” (as defined in s.16B of the Act) exists, including collection for the purposes of:
 - providing a health service;
 - research (noting we will take reasonable steps to ensure the information is de-identified before disclosure);
 - disclosure to a genetic relative of an individual; and
 - disclosure to a person who is responsible for the individual.

10. Overseas recipients

Full Life will not disclose an individual’s personal information to overseas recipients without the individual’s consent or otherwise complying with the Act.

11. Government related identifiers

Full Life will not use or disclose an individual’s government related identifier unless the use or disclosure is reasonably necessary for us to verify their identity for the purposes of our services.

12. Quality of personal information

Full Life will take reasonable steps to ensure that the personal information that we collect, use or disclose is accurate, up-to-date, complete and relevant to the use or disclosure.

13. Security of personal information

Full Life will take all reasonable steps to protect an individual’s personal information from misuse, interference, loss, and unauthorised access, modification or disclosure.

Personal and sensitive information that Full Life collects is entered into our computer program which automatically shares the information onto our cloud-based platforms (which have high security measures in place). Access to information on these platforms is in accordance with this privacy policy, with only authorised staff accessing information.

Full Life also holds information in hard copy form on secure premises, accessible only by authorised staff.

Full Life will take reasonable steps to destroy or de-identify the information, if

- we do not need the information for the purpose for which it may be used or disclosed; and
- the information is not contained in a Commonwealth record; and
- we are no longer required by law to retain it. We are required by law to keep client records for a minimum of 7 years (or if a client is a child, until they reach the age of 25).

14. Accessing personal information

Full Life will give individual's access to their information on request.

Individual's may request to access their personal information by emailing bookings@full-life-ot.com.

The law provides some exceptions to this, including:

- where access would pose a serious threat to the life, health or safety of any individual, or to public health or public safety;
- access would have an unreasonable impact on the privacy of other individuals;
- information relates to existing or anticipated legal proceedings (and would not be accessible by the parties in those proceedings);
- access would be unlawful;
- access would prejudice enforcement related activities or the taking of appropriate action in relation to unlawful activity, or misconduct that we reasonably suspect.

Full Life will:

- respond to an individual's request for access within a reasonable period; and
- give an individual access to the information in the manner they request (or another reasonable means).

If Full Life does not give an individual access to the personal information because of an exception or does not give an individual access in the way they request, Full Life will give the individual a written notice that sets out the reasons and how the individual can complain about Full Life's decision.

Full Life will not charge for making the access request.

Any charge for giving access will not be excessive.

15. Correcting personal information

Full Life will take reasonable steps to ensure that the personal information held about an individual is accurate, up to date, complete, relevant and not misleading.

If Full Life corrects personal information about an individual after disclosing it to a third party, and the individual asks Full Life to notify that third party, we will take reasonable steps to notify that third party (unless it is impracticable or unlawful).

Individuals may request Full Life to correct their personal information by emailing bookings@full-life-ot.com.

Full Life will respond to such request within a reasonable period.

If Full Life does not correct information on an individual's request, Full Life will:

- give the individual a written notice that sets out the reasons and how they can complain about Full Life's decision;
- on the individual's request, take reasonable steps to associate the information with a statement that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

Full Life will not charge an individual for the request, correction, or for associating a statement with the personal information.

16. Marketing

Full Life will not use or disclose an individual's personal information for direct marketing purposes, unless:

- we collect the information from the individual; and
- the individual would reasonably expect us to use or disclose the information for direct marketing purposes; and
- we provide the individual with a simple means for them to easily request not to receive direct marketing communications from us; and
- the individual has not made such a request to us.

Full Life will not use or disclose an individual's sensitive information for the purpose of direct marketing without the individual's consent.

An individual may (at no cost to them):

- request not to receive direct marketing communications from Full Life;
- request that Full Life provide them with the source of information.

Full Life will give effect to such request within a reasonable period (unless it is impracticable and unreasonable to do so).

17. Protecting client's dignity during services

Full Life staff respect clients' personal space and dignity at all times. During face-to-face services, we will:

- explain and ask for the client's permission before performing any procedures that involve physical contact or personal space;
- provide timely support, such as assistance with toilet breaks or incontinence needs; and
- ensure dignity and privacy during activities such as showering and dressing.

18. How to make a privacy complaint

Any individual who feels that Full Life has violated their privacy rights can make a complaint.

Full Life

Complaints can be made to Full Life by emailing feedback@full-life-ot.com.

OAIC

After a complaint is made to Full Life, complaints can be made to the Office of the Australian Information Commissioner (**OAIC**) by following the instructions on [Lodge a privacy complaint with us | OAIC](#).

Complaints to the OAIC can be made by:

- submitting an online privacy complaint: [OAIC Web Form](#)
- using a downloaded privacy complaint form;
- posting a letter to GPO Box 5288, Sydney NSW 2001; or
- sending a fax to +61 2 6123 5145.

NDIS Quality and Safeguards Commission

Complaints can be made to the NDIS Quality and Safeguards Commission by:

- calling 1800 035 544 (TTY 133 677);
- using the National Relay Service and asking for 1800 035 544; or
- submitting an online form: [NDIS Complaint Form](#).

Aged Care Quality and Safety Commission

Individual's receiving aged care services from Full Life can make complaints to the Aged Care Quality and Safety Commission by:

- calling 1800 951 822;
- using the National Relay Service and asking for 1800 951 822; or
- submitting an online complaint form: [Make a complaint | Aged Care Quality and Safety Commission](#)

19. Breach

If a breach of an individual's privacy rights occurs, Full Life will follow our '**Data Breach Response Policy and Procedure**'.