

Privacy policy

TALK Speech Pathology's use, disclosure and storage of your personal information is regulated by the Privacy Act 1988 (Commonwealth), the Australian Privacy Principles and related legislation.

The purpose of this policy is to:

- Give you an understanding of the kinds of personal information that we collect and hold.
- Communicate how and when your personal information is collected, disclosed, used, held, and otherwise handled by us.
- Inform you about the purposes for which we collect, hold, use, and disclose personal information.
- Provide you with information about how you may access your personal information and seek correction of your personal information.
- Provide you with information about how you may make a complaint, and how we will deal with any such complaint.

Policy Statement

We are strongly committed to maintaining the privacy of personal information we collect as part of the services we offer. We place great importance on protecting the privacy of our valued clients, and other relevant stakeholders.

What is personal information?

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not, and whether the information or opinion is recorded in a material form or not. It includes your name, date of birth / age, gender and contact details as well as health information (which is also sensitive information). In this privacy policy, a reference to personal information includes sensitive / health information.

Collection of personal information

Personal information collected by us will usually fall into one of the following categories:

- Contact information (name, age, address, email address and telephone numbers);

- Emergency contact information;
- Commonwealth identifiers (such as your National Disability Insurance Scheme (NDIS) reference number, or your Medicare number for the purpose of Medicare related claims);
- Financial information (such as your bank account details and credit card details for payment purposes);
- Sensitive information (such as information about your disability, health condition, medical history, assessment questionnaires and outcomes, reports etc.);
- With your consent, photos, and video footage of your treatment with us.

We may collect personal information about:

- Clients;
- Parents, guardians and/or carers of clients and other family members of clients (where applicable);
- Teachers of clients (where applicable);
- Healthcare professionals in the course of them referring clients to us and/or providing information to us about your condition and treatment, or in the course of us engaging them to assist us to provide services to our clients;
- Third parties providing a service to us; and
- Employees, contractors (Speech Pathologists), and Allied Health Assistants.

We may collect your information from you in a variety of ways including when:

- we provide services to you;
- you visit our website;
- you contact us by any method, such as face-to-face, over the telephone, through an online form or portal, through a paper form or by email.

Sometimes we will collect personal information from a third party or a publicly available source, for example where we have your consent, where we are required by law to do so, or if it is unreasonable or impracticable to collect the personal information directly from you (e.g. checking a candidate's work history, or obtaining client information from a parent, guardian or carer (where applicable), or from your treating healthcare professionals). The Client Consent Form more specifically outlines where client-related personal information might be collected from.

You may also choose not to provide us with your personal information. Depending on the circumstances in which you do so, however, we may be unable to provide you with our services as a result.

Where we are collecting personal information from a child or young person, we will use our judgement to determine if that person has the capacity to consent. Where we are unsure, we will seek consent from a parent, guardian, or carer.

Why do we collect, use, disclose and store your personal information?

We collect, use, disclose and store your personal information to provide you with our services which include:

- Speech and language pathology;
- Invoicing and processing any fees payable in relation to the services rendered;
- Managing our relationship with you (including if you are a health professional, client, service provider, employee, contractor, student or volunteer) and to contact you for follow up purposes;
- With your consent, providing you with information about our services, including our news updates and information about events;
- With your consent, for NDIS auditing purposes;
- Verifying and updating personal information held by us;
- Recruiting, managing, training and clinically supervising personnel (including employees, contractors, students, and volunteers);
- Reviewing, developing, and improving our services, as well as our business, operational and IT processes and systems;
- Resolving any complaints and issues;
- Complying with our legal or regulatory obligations; and
- For other purposes required or authorised by or under law, including purposes for which you have provided your express or implied consent.

Our services, functions, and activities, as well as those of our contracted service providers, may change from time to time.

Protecting and storing your personal information

We understand the importance of keeping personal information secure and safe. Some of the ways we do this are:

- Requiring employees and contractors to enter into confidentiality agreements;

- Securing hard copy document storage (i.e. storing hard copy documents in locked filing cabinets);
- Implementing security measures for access to computer systems to protect information from unauthorised access, modification or disclosure and loss, misuse and interference;
- Ensuring data storage devices such as laptops, tablets and smartphones are password protected;
- Providing discreet environments for confidential discussions;
- Implementing access control for our buildings including waiting room / reception protocols and measures for securing the premises when unattended;
- Implementing security protocols for our website.

Personal information may be stored in documentary form but will generally be stored electronically on our software or systems. TALK Speech Pathology has ensured all speech pathology contractors have cyber insurance policies in place as a further measure to protect client details.

We will take reasonable steps to ensure that personal information that is held which is no longer required, including under any contractual or legal requirement, is destroyed or de-identified in a secure manner.

Who may we disclose your personal information to?

We may disclose your personal information to government agencies, private sector organisations or other entities where required or permitted by law, which may include the following circumstances:

- You have consented to such disclosure;
- We believe that you would reasonably expect, or have been told, that information of that kind is usually passed to those individuals, bodies, or agencies, and it is being disclosed for a purpose related (or directly related, in the case of sensitive information) to the reason we collected the information;
- We are required or authorised to make such disclosure by law or the requirements of any professional bodies, including where we are required to do so in accordance with child safety obligations;
- A permitted general situation or permitted health situation (as these terms are defined in the Privacy Act) exists in relation to the disclosure;

- We believe it is reasonably necessary for enforcement related activities conducted by, or on behalf of, an enforcement body (e.g. police, ASIC, Immigration Department);

Information is shared between TALK Speech Pathology therapists. We may transfer or disclose your personal information when transfer of a client occurs, and is mutually agreed upon, from one therapist to another within our organisation, or from a TALK speech pathologist to an external provider if such a transition in services is requested.

The persons and organisations which TALK Speech Pathology may disclose your personal information to outside of our practice will handle your personal information in accordance with their privacy policies.

Use of Images

All images, photos and videos used on this website have been purchased for use or are used with the consent of the subject or parent/guardian.

How can I access or correct my personal information and contact TALK Speech Pathology?

Please contact us if you would like to seek access to or correct the personal information we hold about you:

TALK Speech Pathology privacy officer

- reception@talkspeechpathology.com.au, or
- Unit 3 13 Finniss St Marion 5043

TALK Speech Pathology will generally provide you with access to your personal information if practical and will take reasonable steps to amend any personal information about you which is inaccurate or out of date. In some circumstances and in accordance with applicable privacy laws, we may not permit you access to your personal information, or may refuse to correct your personal information, in which case we will provide you with written reasons for the decision and the mechanisms available to complain about the refusal.

If we do not agree to make a correction to personal information, you may provide a statement about the requested corrections, and we will ensure that the statement is apparent to any users of the relevant personal information.

Statutory fees may apply in relation to the types of access you seek. If you request an explanation of our records or a written summary, fees will apply to these services.

How do we handle complaints?

If you have any concerns or complaints about the way your personal information has been collected or handled by TALK Speech Pathology, please advise us of your concern or complaint in writing and send it to the Privacy Officer using the contact details above. TALK Speech Pathology will endeavour to acknowledge receipt of a written complaint within 5 business days.

TALK Speech Pathology's Privacy Officer will investigate the complaint and attempt to resolve it within 20 business days after the written complaint was received. Where it is anticipated that this timeframe is not achievable, we will try to contact the person making the complaint to provide an estimate of how long it will take to investigate and respond to it.

It is our intention to use our best endeavours to resolve any complaint to your satisfaction. However, if you are unhappy with our response, you may contact the Office of the Australian Information Commissioner and/or the relevant privacy regulator in your State/Territory who may investigate your complaint further.