

Clare Eastwood

B.App.Sc (Speech Pathology)(Hons 1)

Certified Practising Speech Pathologist

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PRIVACY POLICY

Thank you for accessing our Privacy Policy.

1. PART 1 – ABOUT THIS POLICY

1.1 Purpose

Southern Sydney Voice Therapy is committed to protecting the privacy of personal information that we collect and hold about individuals.

Southern Sydney Voice Therapy complies with the Australian Privacy Principles (APP) under the Privacy Act 1988 (Cth), other privacy laws that govern how private sector health service providers like Southern Sydney Voice Therapy handle your personal information (including your health information), and Speech Pathology Australia's Code of Ethics (2010).

This Privacy Policy explains how Southern Sydney Voice Therapy manages the personal information we collect, use and disclose.

Southern Sydney Voice Therapy is a private Speech Pathology practice under the ownership of Ms Clare Eastwood who is a Certified Practising Speech Pathologist. The practice provides evaluation and therapy services for voice and laryngeal/upper airway concerns and disorders.

2. PART 2 – HOW SOUTHERN SYDNEY VOICE THERAPY HANDLES YOUR PERSONAL INFORMATION

2.1 What personal information does Southern Sydney Voice Therapy collect?

In this policy 'personal information' means information or an opinion about an individual whose identity is apparent or can reasonably be ascertained. In order to provide you with the health care services that you have requested, Southern Sydney Voice Therapy will need to collect and use your personal information. We will only collect the personal information we need for the particular function or activity we are carrying out. The personal information we collect includes:

- Your name, date of birth, gender and contact details;
- Payment details, Medicare details and health fund details;
- Case history information (e.g. presenting problem, health and medical history, family history, cultural history, social history, work and education history, interests and motivations);

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-
- Assessment and Treatment details (e.g. assessment data and results, voice recordings, clinical observation and progress notes, reports, letters and other documents);
 - Information from a third party (e.g. another health service provider, employer or relative) that is relevant to our assessment, diagnosis and/or treatment of you/your child.

2.2 Why do we collect personal information?

We collect personal information from you that is necessary to provide you with Speech Pathology services and manage our relationship with you. If we didn't collect this information, we wouldn't be able to carry out our business or provide our services to you in accordance with the standards required by law and the Speech Pathology Australia Code of Ethics. If you provide incomplete or inaccurate personal information to us or withhold personal information from us we would not be able to carry out our business and provide you with the services you are seeking.

More specifically, we need personal information (including health information) to provide clients with assessment, diagnosis and management services. We also need this information:

- for administrative purposes in managing our business;
- for contacting you regarding our services;
- when necessary, to fulfil our obligations under law, regulation and/or Speech Pathology Australia's Code of Ethics;
- for billing management (either directly or through insurers or other compensation agencies);
- for discussions and other communications with your doctors, other health professionals and education professionals in relation to your care;
- for discussions with insurers; and
- for any insurance or compensation or other claims or litigation (including threatened litigation).

2.3 How does Southern Sydney Voice Therapy collect personal information?

We will usually collect personal information directly from you in person or via electronic forms of communication (such as telephone call, text, email, our website, Skype). Information collected will usually be in written form; however, we will also collect audio recordings of our clients' voices as part of our assessment and treatment processes. Sometimes, we may need to collect information about you from a third party (such as another health service provider, employer or someone authorised to act on the behalf of clients (e.g. their parents, carers or guardians).

When you give us information about other people, we rely on you to have obtained their prior consent and on you telling them of the types of third parties we may provide the information to and why.

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2.4 How does Southern Sydney Voice Therapy use your information?

Southern Sydney Voice Therapy uses your personal information for the purpose you have given the information to us. We will use your information to provide Speech Pathology services to you, to manage our relationship with you and to contact you in relation to matters concerning your care. We may also use your information for other purposes permitted under the Privacy Act 1988.

Who might we disclose your information to?

We may disclose your information to the following people:

- a) other medical and health professionals involved in your treatment

Your personal information will generally only be used by the Speech Pathologist and referrer involved in your care; however, if your care is provided by a number of medical and/or health professionals (e.g. another Speech Pathologist, Physiotherapist, Psychologist, General Practitioner, Ear Nose and Throat Specialist or Respiratory Specialist) we may disclose your information to those medical and/or health professionals as part of the process of providing your care and to other health professionals involved in your care. Please advise us if you do not wish us to disclose your information provided to these health providers.

- b) Relatives, guardian, close friends or legal representative

With your consent, we may provide personal information about your condition to your parent, child, other relatives, close personal friends, guardians or a responsible person for you.

- c) Other uses and disclosures

In order to provide the best possible environment in which to treat you, we may also use or disclose your personal and health information where necessary for:

- invoicing, billing and account management including (without limit) IT and software service providers, accountants and tax consultants).
- to liaise with your health fund, Medicare, Department of Veteran's Affairs, and workers compensation authorities and where required provide information to your health fund, Medicare, Department of Veteran's Affairs and workers compensation authorities to verify treatment provided to you;
- sending you standard reminders (e.g. for appointments and follow-up care) by SMS or email to the number or address that you have provided to us.

- d) Other uses with your consent

With your consent we may also use your information for other purposes such as including you in research. Please note, however, that unless you provide us with your express consent for this purpose, we will not use your information in this way. You will be required to complete and sign a consent form in any such case.

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2.5 Access to and correction of your personal information

Subject to the recognised exceptions to access for organisations contained in the Australian Privacy Principles (APP12.3), you have a right to access your information if you wish (subject to any privilege or legal restrictions); and, if it is reasonable and practicable to do so, we will give you access to the information in the manner requested by you. You have a right to access the personal information that we hold about you. You can also request an amendment to your personal information should you believe that it is inaccurate.

If we do not agree to change your medical record/personal information in accordance with your request, we will permit you to make a statement of the requested changes and we will enclose this with your record.

If you believe personal information that we hold about you is inaccurate, out-of-date, incomplete or misleading, we will, on receipt of your request, take steps that are reasonable in the circumstances to correct the information.

Please note that Southern Sydney Voice Therapy may recover reasonable costs associated with accessing and amending your health information.

2.6 Data Quality

Southern Sydney Voice Therapy will take reasonable steps to ensure that your personal information which we may collect, use or disclose is accurate, complete and up-to-date.

2.7 Data Security

Southern Sydney Voice Therapy will use reasonable endeavours to prevent unauthorised access to, modification of, disclosure, misuse or loss of that information as required by law.

All notes taken in the course of your treatment and all communications relating to your treatment become a part of your clinical records. Your clinical records are stored electronically in your patient file, which you consent to as a client of this practice. We use the management software 'HealthKit' (which was recently rebranded to 'Halaxy') to store your clinical records. We may also store electronic notes or communications on a password protected hard-drive. Any hard copy records are stored in a locked filing cabinet on site and accessible only to authorised staff.

If we no longer need personal information about you for any purpose described above, then we will take reasonable steps to destroy the information or to ensure that such information is de-identified. This obligation is subject to an important exception – following the Health Records and Information Privacy Act 2002 (NSW), we are obliged to retain health information:

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- a) About adults for 7 years from the last time we provided them with a service or product; and
- b) About children, until the individual has attained 25 years of age.

2.8 What happens if personal information is disclosed outside Australia?

Given the increasing globalisation of electronic information systems and the businesses of service providers, personal information may be disclosed to a person or entity outside Australia (e.g. to a third-party service provider managed outside Australia). For the same reason, it is not practicable to specify the countries in which such recipients may be located.

If your personal information is disclosed by us to an overseas recipient (e.g. to an insurer or IT-service provider), we will take reasonable steps in the circumstances to ensure the overseas recipient does not breach the Australian Privacy Principles in relation to the information.

2.9 What to do if you have a complaint about privacy issues

If you believe your privacy has been prejudiced by something we have done or failed to do, you have a legal right to lodge a complaint.

You can lodge a complaint with or contact our Privacy Officer on the details below. We will respond to you in writing within 15 days of receiving your complaint.

2.10 How to contact us if you have a complaint about privacy issues

Our Privacy Officer is Clare Eastwood, who can be contacted:

- by letter: Privacy Officer, Southern Sydney Voice Therapy, 15/42-44 Urunga Parade, Miranda NSW 2228
- by email: enquiries@southernsydneyvoicetherapy.com.au
- by mobile: 0410206155

PART 3 – HOW SOUTHERN SYDNEY VOICE THERAPY HANDLES YOUR PERSONAL INFORMATION WHEN YOU VISIT OUR WEBSITE

3.1 Collection

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When you use our website, we do not attempt to identify you as an individual user and we will not collect personal identifying information about you unless you specifically provide this to us.

Sometimes, we may collect your personal information if you choose to provide this to us via an online form or by email.

3.2 Links to third party websites

We may create links to third party websites. We are not responsible for the content or privacy practices employed by websites that are linked from our website.

3.4 Use and disclosure

We will use any personal information collected via our website in accordance with our privacy policy.

Want more information?

If you have any questions about this policy, or have any concerns about the personal information you or others have given us about you, please contact us:

- address: Southern Sydney Voice Therapy, 15/42-44 Urunga Parade, Miranda NSW 2228
- email: enquiries@southernsydneyvoicetherapy.com.au
- mobile: 0410206155

More information on the Privacy Act 1988 (Cth) can be found on the website of the Office of the Australian Information Commissioner:

<https://www.oaic.gov.au/privacy/the-privacy-act/>