

Spectrum Speech Pathology Privacy Policy

At Spectrum Speech Pathology¹ we are committed to protecting the privacy of the personal information we collect and hold. We comply with all applicable laws in relation to privacy, including the Australian Privacy Principles (the APPs) under the *Privacy Act 1988 (Cth)*, and Speech Pathology Australia's Code of Ethics (2010). Copies of this Policy will be provided to all new clients of Spectrum Speech Pathology and copies are available on request.

This Privacy Policy explains how we manage the personal information we collect, use and disclose.

Personal information collected to provide speech pathology services

Spectrum Speech Pathology collects and uses personal information about our clients and, to the extent necessary, their parents, guardians or family members, in order to provide our speech pathology and related services. If incomplete or inaccurate information is provided to us, we may not be able to provide our clients with the services they require.

We will only collect the information we need for the particular function or activity we are carrying out.

The information we collect at Spectrum Speech Pathology is important to providing our clients with a quality assessment and therapy. In order to fully assess, diagnose and treat our clients we collect information such as: name, address, date of birth, health fund details, and information about developmental history, health history, family history, previous assessments and previous therapy. This information is collected in a number of different ways, including during interaction during consultations with a speech pathologist, using hard copy forms, correspondence via email, [interaction during social skills sessions], interaction with employees such as our receptionist, and when other health professionals, therapists, carers, teachers, aides or other educational professionals provide personal information to Spectrum Speech Pathology via referrals, correspondence and medical reports. The information we collect to provide speech pathology services to a client may be disclosed, if appropriate and with consent, to persons such as health professionals, therapists, carers, teachers, aides or other educational professionals.

At times we may ask the permission of our clients or their families to audio or video record a client for assessment or therapeutic purposes. At times, a client or their family may ask to audio or video record a therapy session. In these instances, specific permission must be sought and agreed by all parties for this to occur. No other use of this material can be made (eg. Facebook, Youtube) without the specific written consent of all parties.

The personal information we collect to provide speech pathology services to our clients may also be used for directly related purposes such as the administrative purposes of running the practice, billing, or billing through an insurer or funding agency, managing our relationship with our client and their family, and contacting the family in relation to matters concerning a child's care. For purposes directly related to providing a speech pathology service, it may also need to be disclosed to government agencies, regulatory bodies, health insurance and funding agencies. Spectrum Speech Pathology will not provide personal information to other persons without consent, unless legally authorised or required to do so.

Personal information provided via enquiries, to register for workshops, to purchase items or through our website

Spectrum Speech Pathology does not collect personal information about the users of its website (www.spectrumspeech.com.au) unless it is specifically provided to us for a particular purpose. For example, if you:

- submit a general enquiry via our "contact us" page
- register for a workshop, group or professional development event
- subscribe to a mailing list to be kept informed; or
- purchase items from us,

¹ Spectrum Speech Pathology refers to Spectrum Speech Pathology Services Pty Ltd ABN 84 094 595 258

whether through our website or by phone or correspondence, we will use the personal information you provide, in each case, only for the purpose for which you provided it, unless consent is obtained, or if otherwise required or authorised by law.

Otherwise we do not attempt to identify users of our website as individual users. Our website management agent may use statistical data collected by our ISP to evaluate the effectiveness of our website. We do not disclose domain names or aggregate information to third parties other than agents who assist us with this website and who are under obligations of confidentiality. Our website may use temporary 'cookies'.

Please note that our website may contain links to other websites. Our Privacy Policy has no application to any other website and Spectrum Speech Pathology is not responsible for the practices or content of any other website.

Personal information about employees, contractors and business partners

Spectrum Speech Pathology also collects personal information about its employees, contractors and business partners. In each case, the personal information is used only for the purpose for which it is provided, unless consent is obtained or if otherwise required or authorised by law. If any personal information is disclosed to a third party service provider, eg, to help us to manage business records, they will be bound appropriately by obligations of confidentiality. Where appropriate, Spectrum Speech Pathology may rely on the employee records exemption in the *Privacy Act 1988*

Overseas recipients

Spectrum Speech Pathology does not disclose personal information to overseas recipients except with consent in a particular case, or if such disclosure is otherwise required by law.

Security

Spectrum Speech Pathology maintains hard copy and electronic files on clients. Hard copies of files are securely stored in locked cabinets unless in use. We take all reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Access, correction, question and complaints

You have certain rights to access and correct the personal information held about you under the Privacy Act 1988 (Cth) and other laws. If you would like to request access or correction or if you have a question or complaint about your privacy or a breach of the APPs, please contact us as set out below.

- Directors, Spectrum Speech Pathology, P.O. Box 1016, Ashwood, 3147
- Email: office@spectrumspeech.com.au
- Phone: (03) 9886 9130 / (03) 9379 0852

When you contact us, we will endeavour to respond within 30 days and an appointment will be made if necessary for clarification purposes.

For information about privacy generally, or if your concerns are not resolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au and on 1300 363 992.