



PRIVACY POLICY

1. PART 1 – ABOUT THIS POLICY

1.1. Purpose

Lakeside Kids Speech Pathology is committed to protecting the privacy of personal information we collect and hold about individuals.

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

This Privacy Policy explains how Lakeside Kids Speech Pathology manages the personal information we collect, use and disclose.

Lakeside Kids Speech Pathology is a private speech pathology practice under the ownership of Alecia Skidmore, ABN 64 315 410 403 (referred to in this privacy policy as 'we', 'us', or 'our').

By providing personal information to us, you consent to our storage, maintenance, use and disclosing of personal information in accordance with this privacy policy.

2. PART 2 – HOW LAKESIDE KIDS SPEECH PATHOLOGY HANDLES YOUR PERSONAL INFORMATION

2.1. Lakeside Kids Speech Pathology's Legal Obligations

In order to provide you with the health care services that you have requested, Lakeside Kids Speech Pathology will need to collect and use your personal information. If you provide incomplete or inaccurate information to us or withhold personal and health information from us we may not be able to provide you with the services you are seeking.

2.2. What information does Lakeside Kids Speech Pathology collect?

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

We collect information from you that is necessary to provide you with speech pathology services and to manage our relationship with you.

The information we collect includes:

- (a) name;
- (b) date of birth;
- (c) address;
- (d) email address;
- (e) NDIS participant number and other NDIS plan information;
- (f) health fund details;
- (g) credit card or other payment information;
- (h) sensitive information as set out below;
- (i) any other information provided by you to us via our website or our online presence or otherwise required by us or provided by you;
- (j) Information in connection with client surveys, questionnaires and promotions;

We require this information to assist the speech pathologist to diagnose and treat you.

2.3. How does Lakeside Kids Speech Pathology collect health information?

We will usually collect your health information directly from you. Sometimes, we may need to collect information about you from a third party (such as a relative or another health service provider), including where you;

- (a) contact us through our website;
- (b) receive goods or services from us;
- (c) submit any of our online sign up forms;
- (d) communicate with us via email, telephone, SMS, social applications (such as LinkedIn, Facebook, Instagram, or Twitter) or otherwise;
- (e) interact with our website, social applications, services, content and advertising and
- (f) invest in our business or enquire as to a potential purchase in our business.

2.4. How does Lakeside Kids Speech Pathology use your information?

Lakeside Kids Speech Pathology uses your personal 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.

We collect and use personal information for the following purposes:

- (a) to provide goods, services or information to you;
- (b) for record keeping and administrative purposes;
- (c) to improve and optimise our service offering and customer experience;
- (d) to comply with our legal obligations, resolve disputes or enforce our agreements with third parties; and
- (e) to send you administrative messages, reminders, notices, updates, security alerts and other information requested by you.

2.5. Who might we disclose your information to?

We may disclose your information to the following people:

2.5.1. disclosure to other health professionals involved in your treatment

Your personal information will generally only be used by the speech pathologist involved in your care, however on occasion your care may be provided by a number of health professionals (for example, speech pathologist, occupational therapist and/or psychologist) working or consulting together. We may disclose your information to these health professionals as part of the process of providing your care and to other health professionals involved in your care.

We may need to share your personal information with third parties, including your medical providers and other NDIS Service Providers that we work with to provide you with these services. Your consent to the sharing of your personal and sensitive information with these third parties is required to provide you with the required services.

2.5.2. the referrer

Lakeside Kids Speech Pathology will usually send a discharge summary to the referrer (i.e., your medical practitioner) following discharge from Lakeside Kids Speech Pathology or at other times, as required for your care.

If you do not wish us to provide a copy of your discharge summary to the referrer you must let us know. Also, if the referrer's details have changed please let us know.

2.5.3. Relatives, guardian, or legal representative

We may provide information about your condition to your parent, child, other relatives, guardians, or to a responsible person for you, unless you tell us that you do not wish us to disclose your health information to any such person.

2.6. 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:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys and staff education and training;
- invoicing, billing and account management;
- to liaise with your health fund, Medicare or the Department of Veteran's Affairs and where required provide information to your health fund, Medicare or the Department of Veteran's Affairs to verify treatment provided to you;
- the purpose of sending you standard reminders, for example for appointments and follow-up care, by text message or email to the number or address which you have provided to us.

2.6.1. Other uses with your consent

With your consent we may also use your information for other purposes such as including you on a marketing mail list, or 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. We will not disclose your personal information to any individual who is outside Australia.

2.6.2. Providing information for someone else

If you are providing personal and/or sensitive information on behalf of someone else, you must have the consent of that person to provide their personal and/or sensitive information to us to be collected, used and disclosed in accordance with this privacy policy. This includes where you are an NDIS participant's nominee, support coordinator or representative. We reserve the right to request evidence of this consent (without being under obligation to do so).

If you are providing personal and/or sensitive information on behalf of someone under the age of 18 (Minor), you must be that Minor's parent or legal guardian and you provide consent for the Minor's personal and/or sensitive information to be collected, used and disclosed in accordance with this privacy policy.

2.7. Sensitive Information:

We may collect sensitive information about you during the course of providing you with services. We will only collect this sensitive information where you consent and provide us with this information. If you consent, your sensitive information may only be used and disclosed for purposes relating to providing you with our services and for NDIS compliance.

The type of sensitive information we may collect includes:

- (a) information relating to your racial or ethnic origin;
- (b) gender;
- (c) sexual orientation or practices;

- (d) health information, including biometric information, mental health information and medical history and information relating to pre-existing illness, condition or disability;
- (e) family medical history;
- (f) referring health care provider and associated referral letters;
- (g) individual health identifier numbers (where necessary); and
- (h) any other sensitive information provided by you or a third party to us via our Website or online platforms, or otherwise provided by you or a third party to us.

Your sensitive information will only be used for the purposes of:

- (a) providing you with our goods and services
- (b) complying with our legal obligations;
- (c) sending you messages, reminders, notices, updates security alerts and other information requested by you; or
- (d) any other purpose which is permitted or required under applicable privacy laws.

Your sensitive information will only be disclosed to third parties for any purpose which is permitted or required under applicable privacy laws.

If you wish to withdraw your consent to our collection, use or disclosure of your sensitive information, please contact us using the contact detail set out below. We will deal with all requests within a reasonable time frame.

2.8. Access to and correction of your health information

You have a right to access the personal and health information that we hold about you. If you wish to access the personal information that we hold please contact us using the contact details set out below including your name and contact details. In some cases we may be unable to provide you with access to all your personal information and where this occurs, we will explain why. We will deal with all requests for access to personal information within a reasonable timeframe.

You can also request an amendment to your personal and health information should you believe that it is inaccurate. Please contact us using the contact details set out below and we will take reasonable steps to correct it.

Please note that Lakeside Kids Speech Pathology may recover reasonable costs associated with supplying this information to you.

2.9. Data Quality

Lakeside Kids Speech Pathology will take reasonable steps to ensure that your personal information which we may collect, use or disclose is accurate, complete and up-to-date.

2.10. Data Security

Lakeside Kids Speech Pathology will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption and physical security to protect your privacy. However, we cannot guarantee the security of your personal information.

Lakeside Kids Speech Pathology will destroy or permanently de-identify any of your information which is in its possession or control and which is no longer needed for the purpose for which it was collected provided Lakeside Kids Speech Pathology is not required under an Australian law or court/tribunal or otherwise to retain the information.

2.11. What to do if you have a complaint about privacy issues

If:

- (a) you have questions or comments about this Privacy Policy;
- (b) Lakeside Kids Speech Pathology does not agree to provide you with access to your personal information; or
- (c) you have or a complaint about our information handling practices,

Please contact us using the details set out below including your name and contact details. We will promptly review your complaint and provide a response to you.

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

Name: Alecia Skidmore

By email: info@lakesidekidsspeechpathology.com.au

By telephone: 0419 900 616

3. PART 3 – HOW LAKESIDE KIDS SPEECH PATHOLOGY HANDLES YOUR PERSONAL INFORMATION WHEN YOU VISIT OUR WEBSITE

This section of our Privacy Policy explains how we handle your personal information which is collected from our website: www.lakesidekidsspeechpathology.com.au.

This Privacy Policy applies to your use of our website and the use of any of the facilities on our website.

3.1. Collection

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

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

- submit a general enquiry via our contacts page;
- send a written complaint or enquiry to our Privacy Officer.

When you use our website, our Internet Service Provider (ISP) may record and log for statistical purposes the following information about your visit:

- your computer address;
- your top level name (for example, .com., .gov., .org, .au etc.);
- the date and time of your visit;
- the pages and documents you access during your visit; and
- the browser you are using.

Our web-site management agent may use statistical data collected by our ISP to evaluate the effectiveness of our web-site.

3.2. Cookies

A "cookie" is a device that allows our server to identify and interact more effectively with your computer. Cookies do not identify individual users, but they do identify your ISP and your browser type.

This website uses temporary cookies. This means that upon closing your browser, the temporary cookie assigned to you will be destroyed and no personal information is maintained which will identify you at a later date.

Personal information such as your email address is not collected unless you provide it to us. 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. You may be able to configure your browser to accept or reject all cookies and to notify you when a cookie is used. We suggest that you refer to your browser instructions or help screens to learn more about these functions. However, please note that if you configure your browser so as not to receive any cookies, a certain level of functionality of the Lakeside Kids Speech Pathology website and other websites may be lost.

3.3. 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.

4. PART 4 CONTACT US

For further information about our privacy policy or practices, or to access or correct your personal information, or make a complaint, please contact us using the details set out below:

Name: Alecia Skidmore

Email: info@Lakesidekidsspeechpathology.com.au

Our privacy policy was last updated on the 7th June 2023.