Occupational Therapy Services – Privacy Policy

Purpose of the Policy:

This policy has been developed to provide a framework for Shala OT in relation to privacy considerations and the management of personal information.

Background:

Shala OT is committed to protecting the privacy of clients' personal information which is collected and held in relation to the business operations undertaken. Shala OT has referenced the Australian Privacy Principles(APPs) contained in the Privacy Act 1988. The APPs guide the way in which Shala OT collects, uses, discloses, stores, secures and disposes of your personal information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

Personal and Sensitive Information:

Personal information is information or an opinion that identifies an individual. Examples of personal information that may be collected by Shala OT includes: name, address, email addresses and telephone numbers. Information relating to an individual's medical condition or disability and other relevant details to support the provision of services through Shala OT will also be gathered. Sensitive information relating to the business of Shala OT primarily refers to health information, which will only be gathered when it is required for the provision of services through Shala OT.

Personal and Sensitive Information Collection:

Personal and sensitive information is primarily obtained directly from the client (or relevant parent / family / carer) via a range of means including telephone liaison, interviews, correspondence or emails. Third parties may also provide personal and sensitive information to Shala OT, such as in the instance of a referral for services.

Personal and Sensitive Information Use and Disclosure:

Shala OT will use and disclose personal information for the primary purpose for which it was collected, being the provision of Occupational Therapy services. This may include instances such as onward referrals or collaborative allied health support. Personal and sensitive information will only be used and disclosed with your consent, unless required or authorised by or under an Australian law or a court order and / or if it is necessary to reduce or prevent a serious threat (eg. to life, health or personal / public safety). Furthermore, relevant policies and legislative frameworks will be adhered to in the circumstance of child protection concerns (or similar), and this may warrant superseding of the right to privacy.