



PRIVACY POLICY

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Privacy Policy

Contents

1. Respecting your privacy
2. What personal information do we collect and hold?
3. How do we collect and hold your personal information?
4. How do we take care of your personal information?
5. How we use your personal information and why do we need it?
6. Who do we share your personal information with?
7. What if you don't want to provide us with your personal information?
8. What do we collect via your website activity?
9. What do we do when we get information we didn't ask for?
10. When will we notify you that we have received your information?
11. What happens when we no longer need your information?
12. Can we use your information for marketing our products and services?
13. Yes, You Can Opt-Out
14. How do you access your personal information?
15. How do you correct your personal information?
16. Helping you manage corrections
17. Where we correct information
18. Where we can't correct information
19. Time frame for correcting information
20. What if you want to interact with us anonymously or use a pseudonym?
21. What do we do with government-related identifiers?
22. Changes to this Privacy Policy
23. How do you make a complaint?
24. Need more help?
25. Contact Us

1. Respecting your privacy

We respect your personal information, and this Privacy Policy explains how we handle it. The policy covers Hope Therapy and Consulting Pty Ltd ABN 82 667 470 126.

2. What personal information do we collect and hold?

The types of personal information that we collect and hold about you could include:

- name, contact details date of birth, age and gender,
- details about participants' physical or mental health, including disabilities
- information about participants' support requirements
- details of guardians and nominees, including names, addresses and contact details
- where applicable to the services you receive: NDIS number and plan details; Medicare card details; DVA card details; Health Insurance Fund details.
- details of feedback or complaints about services provided by us
- employee records.

We may also collect some 'health information' as defined under the Privacy Act, such as information about your health or disability, doctors you have seen or health services you have received.

In dealing with personal information, we abide by the obligations imposed on us under federal law, including the Privacy Act 1988 (Cth) Privacy Act and the National Disability Insurance Scheme Act 2013 (Cth) (NDIS Act).

3. How do we collect and hold your personal information?

Unless it's unreasonable or impracticable, we will try to collect personal information directly from you (referred to as 'solicited information'). For this reason, it's important that you help us to do this and keep your contact details up-to-date.

We will collect your information in the course of you answering the enquiries we make of you relating to the assistance you seek from us.

There are a number of ways in which we may seek information from you. We might collect your information when you fill out a form with us, when you've given us a call, or use our website. We also find using electronic means, such as email or SMS, a convenient way to communicate with you and to verify your details. However we'll never ask you for your security details in this way – if you are ever unsure, just contact us.

Sometimes, we will collect information about you from other sources as the Privacy Act permits. We will do this only if it's reasonably necessary to do so, for example, where:

- we collect information from third parties about you, after you have authorised us and the third party exchange information. This may include your medical/health providers or other representatives or suppliers supporting you in accessing and using our services; and
- we can't get hold of you and we rely on public information to update your contact details.

4. How do we take care of your personal information?

We store information in different ways, including in paper and electronic form. The security of your personal information is important to us and we take reasonable steps to protect it from misuse, interference and loss, and from unauthorised access, modification or disclosure. Some of the ways we do this are:

- document storage guidelines as outlined in Privacy and Confidentiality Policy;
- security measures for access to our systems;
- choosing software providers that are accredited to international standards for security of medical information; and
- only giving access to personal information to a person who is verified to be able to receive that information.

We may store personal information physically or electronically with third party data storage providers. Where we do this, we use contractual arrangements to ensure those providers take appropriate measures to protect that information and restrict the uses to which they can use that information.

5. How we use your personal information and why do we need it?

Collecting your personal information allows us to provide you with the products and services you've asked for. This means we can use your information to:

1. Identify you;
2. Give you tailored assistance with your health related needs;
3. Help you apply for / access a variety of services, including NDIS;

4. Administer services we provide, for example, to answer questions or deal with complaints;
5. Meet the information requirements of the various agencies (government, private health, workcover, DVA etc) to ensure you access to their services;
6. Administer payments we receive from you, or any payments we make to you;
7. Inform you of other products or services we make available and that may be of interest to you, unless you tell us not to;
8. Run our business efficiently and perform general administrative tasks;
9. Meet our obligations as required by law, regulation or codes binding us; and
10. Any purpose to which you have consented.

6. Who do we share your personal information with?

To make sure we can meet your specific needs and for the purposes described in point 5 above, we sometimes need to share your personal information with others. We may share your information with other organisations for any purpose which we use your information. This may include:

- your representative or any person acting on your behalf (for example, legal guardian, power of attorney); and
- external parties required in the provision of your services (for example contracted service providers, medical professionals, private insurers, Workcover, NDIS, or other relevant government agencies).
- any third party to which you consent to us sharing your information.

We will limit the information shared to an 'as needed basis'.

7. What if you don't want to provide us with your personal information?

If you don't provide your information to us, it may not be possible:

- for us to give you the assistance you seek from us;
- to verify your identity or other relevant details necessary to assess and provide you services; and
- to let you know about other services that might be suitable for your needs.

8. What do we collect via your website activity?

We will collect your name and email address if you choose to contact us via the online contact form.

Otherwise our website servers may record clickstream data such as:

- the user's server (IP) address
- the location details such as longitude, latitude, city, region and country
- the date and time of visit to the site
- the top level domain name
- the pages accessed and documents downloaded
- the number of bytes transmitted and received for each request
- the previous site or page visited
- search terms used
- the type of browser and device used.

Clickstream data is information collected about a user while they browse through a website or use a web browser.

We also know that some customers like to engage with us through social media channels. We may collect information about you when you interact with us through these channels. However, for all confidential matters, we'll ensure we interact with you via a secure forum.

9. What do we do when we get information we didn't ask for?

Sometimes, people share information with us we haven't sought out (referred to as 'unsolicited information'). Where we receive unsolicited personal information about you, we will check whether that information is reasonably necessary for our functions or activities. If it is, we'll handle this information the same way we do with other information we seek from you. If not, we'll ensure we do the right thing and destroy or de-identify it.

10. When will we notify you that we have received your information?

When we receive personal information from you directly, we'll take reasonable steps to notify you how and why we collected your information, who we may disclose it to and outline how you can access it, seek correction of it or make a complaint.

Sometimes we collect your personal information from third parties. You may not be aware that we have done so. If we collect information that can be used to identify you, we will take reasonable steps to notify you of that collection.

11. What happens when we no longer need your information?

We'll only keep your information for as long as we require it for our purposes. We may be required to keep some of your information for certain periods of time under law. When we no longer require your information, we'll ensure that your information is destroyed or de-identified.

12. Can we use your information for marketing our products and services?

We may use your personal information to let you know about other products or services we or a third party can provide and that may be of interest to you.

We will always let you know that you can opt out from receiving marketing offers.

With your consent, we may disclose your personal information to third parties for the purpose of connecting you with other businesses and services relevant to your needs. You can ask us not to do this at any time.

We won't sell your personal information to any organisation.

13. Yes, You Can Opt-Out

Whilst it would be rare for us to do any form of marketing, you can let us know at any time if you no longer wish to receive direct marketing offers from us. We will process your request as soon as practicable.

14. How do you access your personal information?

We'll always give you access to your personal information unless there are certain legal reasons why we can't. You can ask us in writing to access your personal information that we hold. In some cases we may be able to deal with your request over the phone.

We will give you access to your information in the form you want it where it's reasonable and practical. We may charge you a small administration fee to cover our costs when giving you access, but we'll always check with you first.

We're not always required to give you access to your personal information. Some of the situations where we don't have to give you access include when:

- we believe there is a threat to life or public safety;
- there is an unreasonable impact on other individuals;
- the request is frivolous;
- the information wouldn't be ordinarily accessible because of legal proceedings;
- it would prejudice negotiations with you;
- it would be unlawful;
- it would jeopardise taking action against serious misconduct by you;
- it would be likely to harm the activities of an enforcement body (e.g. the police); or
- it would harm the confidentiality of our commercial information.

If we can't provide your information in the way you've requested, we will tell you why in writing. If you have concerns, you can follow our complaints procedure.

15. How do you correct your personal information?

Contact us if you think there is something wrong with the information we hold about you and we'll try to correct it if it's:

- inaccurate;
- out-of-date;
- incomplete;
- irrelevant; or
- misleading.

If you are worried that we have given incorrect information to others, you can ask us to tell them about the correction. We'll try and help where we can - if we can't, then we'll let you know in writing.

16. Helping you manage corrections

Whether we made the mistake or someone else made it, we are required to help you ask for the information to be corrected. So we can do this, we might need to talk to others. However, the most efficient way for you to make a correction request is to send it to the organisation which made the mistake.

17. Where we correct information

If we're able to correct the information, we'll let you know within five business days of deciding to do this. We'll also let the relevant third parties know as well as any others you tell us about. If there are any instances where we can't do this, then we'll let you know in writing.

18. Where we can't correct information

If we're unable to correct your information, we'll explain why in writing within five business days of making this decision. If you have any concerns, you can follow our complaints procedure.

19. Time frame for correcting information

If we agree to correct your information, we'll do so within 30 days from when you asked us, or a longer period that's been agreed by you.

If we can't make corrections within a 30-day time frame or the agreed time frame, we must:

- let you know about the delay, the reasons for it and when we expect to resolve the matter;
- ask you to agree in writing to give us more time; and
- let you know you can follow our complaints procedure.

20. What if you want to interact with us anonymously or use a pseudonym?

If you have general enquiry type questions, you can choose to do this anonymously or use a pseudonym. We might not always be able to interact with you this way, however, as we are often governed by regulations that require us to know who we're dealing with. In general, we won't be able to deal with you anonymously or where you are using a pseudonym when:

- it is impracticable; or
- we are required or authorised by law or a court/tribunal order to deal with you personally.

21. What do we do with government-related identifiers?

In certain circumstances we may be required to collect government-related identifiers such as your NDIS participant number, Medicare or DVA number, Services Australia CRN, private health membership identifier etc. We will not use or disclose this information unless we are authorised by law.

22. Changes to this Privacy Policy

This Policy may change. We will let you know of any changes to this Policy by posting a notification on our website, correspondence via post or e-mail or you may contact us for a copy of the most up to-date policy at any time.

23. How do you make a complaint?

If you have a complaint about how we handle your personal information, or our services, we want to hear from you. You are always welcome to contact us. In most cases, your complaint can be settled to your satisfaction simply by making us aware of it.

You can contact us by using the details below:

Business Owner & Director: Janelle Amos

Phone: 07 4667 3960

Email: admin@hopetherapyconsulting.com.au

We are committed to resolving your complaint and doing the right thing by our customers. Where the we cannot immediately resolve the complaint we will acknowledge receipt of it to you in writing within 3 working days and advise you in writing of the next steps and procedures for investigating and handling your complaint.

24. Need more help?

If you still feel your issue hasn't been resolved to your satisfaction, then you can raise your concern with the Office of the Health Ombudsman:

- Online: <https://www.oho.qld.gov.au/make-a-complaint>
- Phone: 133 OHO (133 646)

25. Contact Us

We care about your privacy. Please contact us if you have any questions or comments about our privacy policies and procedures. We welcome your feedback.

You can contact us by using the details below:

Janelle Amos

Phone: 07 4667 3960

Email: admin@hopetherapyconsulting.com.au