



Nurtured Growth Therapy Privacy Policy

Last updated: 6 November 2024

1. Introduction

Nurtured Growth Therapy ("we", "our", "us") is committed to protecting your privacy and maintaining the confidentiality of your personal and health information. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and the **Information Privacy Act 2009 (Qld)**, as well as other relevant laws.

As an occupational therapy practice, we understand the importance of safeguarding the information you entrust to us. By engaging with our services, whether online or in-person, you agree to the collection and use of your personal and health information as described in this Privacy Policy.

2. Personal Information We Collect

We collect personal information that is necessary to provide quality occupational therapy services. The types of information we may collect include:

- **Personal Identification Information:** Full name, date of birth, gender, contact details (email, phone number, address), emergency contact information.
- **Health and Medical Information:** Medical history, diagnoses, treatment plans, referral details, therapy progress, assessments, and reports.
- **Financial Information:** Billing details, payment information, and health insurance details (e.g., Medicare, Private Health Fund).
- **Demographic Information:** Information about your cultural background, lifestyle, employment, or education status, as relevant to your therapy.
- **Communication Data:** Any messages, feedback, or inquiries you send us via email, phone, or other communication channels.

We collect this information directly from you, through your interactions with us, and may also receive information from other healthcare providers (with your consent).

3. How We Use Your Personal Information

We use your personal and health information to:

- Provide you with occupational therapy assessments, treatment plans, and therapy.
- Communicate with you about appointments, treatment progress, and other aspects of your care.
- Coordinate care with other healthcare providers (with your consent).



- Bill and process payments, including managing claims through Medicare or Private Health Funds.
- Respond to your inquiries, concerns, or feedback.
- Comply with legal and regulatory obligations, including those required by the Australian Health Practitioner Regulation Agency (AHPRA), Medicare, or the National Disability Insurance Scheme (NDIS).
- Improve our services and ensure the quality of care we provide.

We will only use your personal information for the purposes for which it was collected, or as permitted or required by law.

4. Disclosure of Your Personal Information

We may disclose your personal information in the following situations:

- **Other Healthcare Providers:** With your consent, we may share your information with other healthcare professionals involved in your care (e.g., doctors, physiotherapists, psychologists).
- **Service Providers:** We may disclose personal information to third-party service providers who assist with administrative tasks (e.g., billing, IT support, appointment scheduling).
- **Government Agencies:** We may disclose your personal information to government bodies, such as Medicare or the Department of Veterans' Affairs (DVA), as required for billing, reporting, or regulatory purposes.
- **Legal and Regulatory Compliance:** We may disclose your information if required by law or to protect our legal rights (e.g., to respond to a subpoena or in cases of public health risks).

We do not sell, rent, or trade your personal information.

5. Data Security

We take the security of your personal and health information seriously. We implement appropriate technical and organisational measures to protect your data from misuse, loss, unauthorized access, and alteration. These measures include:

- Secure electronic storage of personal and health information.
- Encryption of sensitive information when transmitted electronically.
- Restricted access to personal and health information to authorised staff only.

While we take steps to safeguard your information, please note that no system is completely secure. Transmission of information over the internet is done at your own risk, and we cannot guarantee the absolute security of your data. In the event of a data breach, we will notify you as required by law.

6. Accessing and Correcting Your Personal Information

You have the right to request access to the personal and health information we hold about you. If you believe that any information we hold is incorrect, incomplete, or outdated, you may request that we correct it.

If we refuse your request for access or correction, we will provide you with an explanation of why your request was denied.

7. Retention of Your Personal Information

We will retain your personal and health information for as long as necessary to provide services, comply with legal obligations, or for as long as is reasonably required for the purpose for which it was collected. After this time, we will take reasonable steps to securely destroy or de-identify your information.

8. Cookies and Tracking Technologies

Our website may use cookies or other tracking technologies to enhance your online experience, such as remembering your preferences or providing personalized content. You can control cookie settings through your browser settings, though disabling cookies may affect the functionality of certain parts of the site.

9. Direct Marketing

We may use your personal information to send you information about our services, promotions, or updates that may be of interest to you. You can opt out of receiving marketing communications at any time by:

- Clicking the **unsubscribe link** in any email communication, or
- Contacting us directly to request removal from our marketing lists.

We will respect your decision if you opt out and will not send you marketing communications without your consent.

10. Your Privacy Rights

Under the **Privacy Act 1988 (Cth)**, you have the right to:

- Request access to your personal and health information.
- Correct any inaccuracies in your personal or health information.

- Object to the processing of your personal information in certain circumstances.
- Withdraw consent for us to process your data (if processing is based on consent).
- Lodge a complaint if you believe your privacy rights have been violated.

If you wish to exercise any of these rights, please contact us at the details below.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal obligations. Any updates will be posted on our website with the date of the revision, and we encourage you to review the policy periodically.

12. Contact Us

If you have any questions, concerns, or requests regarding your privacy or this Privacy Policy, please contact us:

- **Email:** taryn@nurturedgrowththerapy.com.au
- **Phone:** 0401 427 525

If you believe your privacy rights have been infringed upon, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** or the **Office of the Information Commissioner Queensland (OIC)**.