



Privacy Policy

PART 1 – About

1.1 Purpose

All Adelaide Speech Pathology is committed to protecting the privacy of personal information we hold and collect about all individuals and participants.

All Adelaide Speech Pathology complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other applicable privacy laws governing the handling of personal and health information by private health service providers, and Speech Pathology Australia's current Code of Ethics.

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

All Adelaide Speech Pathology (AASP) is the trading name of Germein Health Group Pty Ltd.

PART 2 – How All Adelaide Speech Pathology Handles your Personal Information

2.1 All Adelaide Speech Pathology Legal Obligations

In order to provide you with the healthcare services that you have requested, All Adelaide Speech Pathology will need to collect and use personal information for you, your child and/or your relative. If you provide incomplete or inaccurate information to us or withhold personal or health information from us we may not be able to provide you with the services you are seeking.

2.2 What information does All Adelaide Speech Pathology need to collect?

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

We collect personal and health information that is necessary to provide you, your child or your relative with speech pathology and related services and to manage our relationship with you. This information may include, but is not limited to, name, date of birth, contact details, address, parent/carer or guardian details, Medicare, private health insurance, NDIS or other funding information, referral information, developmental and health history, family history, assessment results, clinical notes and reports, correspondence, and billing or payment information.

This information is collected so we can provide safe and effective service delivery including assessment and treatment.

2.3 How will All Adelaide Speech Pathology collect information?

Where possible, we collect personal and health information directly from you, your child, or your child's/relative's parent, carer, guardian or authorised representative. Information may be collected in person, by telephone or email, through our website and online enquiry forms, referral forms, assessment and intake forms, or during the provision of our services.

Where appropriate, and with consent or where otherwise permitted by law, we may also collect information from third parties such as referring health professionals, other service providers, schools or education providers, the National Disability Insurance Scheme (NDIS), plan managers, Medicare, funding bodies or other organisations involved in your or your child's/relative's care.

2.4 How does All Adelaide Speech Pathology use your information?

We will use your information to provide speech pathology and related services to you, your child or your relative, to manage our relationship with you, and to communicate with you about services, appointments, care and other relevant administrative matters.

Where required, we may also use your information for other purposes permitted under the Privacy Act 1988 (Cth).

Who might we disclose information to?

We may disclose information to the following people:

- (a) Other health professionals and service providers involved in your/your child's/your relative's care – Personal and health information will generally only be accessed by authorised team members involved in providing or supporting your care. Where appropriate, we may disclose relevant information to other health professionals or service providers involved in your care to support coordinated and effective service delivery.
- (b) The referrer – Where appropriate or required, we may provide relevant information, such as progress reports or discharge summaries, to the health professional or organisation that referred you/your child/your relative to our service. If you do not wish for information to be provided to your referrer, please let us know, noting that in some circumstances information may be required to meet funding, legal or clinical obligations.
- (c) Relatives, guardians, close friends or legal representatives – we may provide information about your condition or treatment to other relatives, close personal friends, guardians, or to other individuals responsible for your child's care (unless you tell us that you do not wish for us to disclose your health information to any such person).

Other uses and disclosures

In order to provide safe and effective services and operate our practice, we may also use or disclose personal and health information where reasonably necessary for:

- quality assurance, accreditation, audits, risk management, complaints management, staff education, training and supervision;

- liaising with Medicare, the National Disability Insurance Scheme (NDIS), plan managers, private health insurers or other funding bodies, including where information is required to verify or administer services provided;
- communicating with you about appointments, including sending appointment reminders by SMS, email or other contact methods you have provided;
- meeting our legal, regulatory, safeguarding and child protection obligations; and
- other purposes permitted or required by law.

Other uses with consent

With your consent, we may use your personal information for other purposes, such as marketing, testimonials, photographs or other promotional activities, or research. We will not use your personal or health information for these purposes without the appropriate consent.

Overseas disclosure

We may use third-party service providers, including cloud-based technology providers, to support the operation of our practice. Some of these providers may store or process information outside Australia. Where personal information is disclosed to an overseas recipient, we will take reasonable steps to ensure that it is handled in accordance with applicable Australian privacy requirements.

2.5 Access to and correction of your personal and health information

You have the right to request access to the personal and health information All Adelaide Speech Pathology holds about you, your child or your relative, and to request correction of information you believe is inaccurate, incomplete or out of date.

Requests for access or correction can be made by contacting our Privacy Officer using the contact details provided in this Privacy Policy.

We will respond to requests within a reasonable timeframe and in accordance with applicable privacy laws. In some circumstances, we may be unable to provide access to certain information. Where this occurs, we will explain the reason for our decision where required by law.

All Adelaide Speech Pathology may charge a reasonable fee for costs associated with providing access to information, where permitted by law. We will advise you of any applicable costs before proceeding.

2.6 Data Quality

All Adelaide Speech Pathology takes reasonable steps to ensure that the personal and health information we collect, use and disclose is accurate, complete and up to date.

We encourage you to let us know if your personal information or circumstances change, or if you believe any information we hold about you, your child or your relative is inaccurate or requires updating.

2.7 Data Security

All Adelaide Speech Pathology takes reasonable steps to protect personal and health information from misuse, interference, loss, unauthorised access, modification or disclosure.

Personal and health information may be stored electronically using secure practice management systems and other cloud-based service providers and, where applicable, in physical records. We use appropriate administrative, technical and physical safeguards to protect the information we hold. Access to personal and health information is limited to authorised team members and service providers where access is required for them to perform their role.

We take reasonable steps to securely destroy or permanently de-identify personal information when it is no longer required for the purpose for which it was collected and we are not required by law to retain it.

2.8 Managing a complaint about privacy

If you have questions or concerns about this Privacy Policy, would like to make a privacy-related request, or believe that All Adelaide Speech Pathology has not handled your personal or health information appropriately, you can contact our Privacy Officer using the details below.

We will acknowledge and review your complaint or request and aim to respond within a reasonable timeframe. We may contact you if we require further information to investigate or respond to your concerns.

If you are not satisfied with our response, you may be able to make a complaint to the **Office of the Australian Information Commissioner (OAIC)**.

Privacy Officer: Lucy Germein

Phone: 0413 221 009

Email: admin@alladelaidespeechpathology.com.au

PART 3 – How All Adelaide Speech Pathology handles information collected through our website and online services

This section explains how we handle personal information collected when you visit or interact with the All Adelaide Speech Pathology website or use our online services, including online enquiry forms. This Privacy Policy applies to your use of our website and associated online services.

3.1 Collection

When you visit or interact with our website, we may collect personal information that you choose to provide to us, including through online enquiry or contact forms, email, or other online communication methods.

The information collected may include your name, contact details and any information you choose to provide about yourself, your child or your relative in connection with an enquiry about our services.

3.2 Website analytics and cookies

Our website may use cookies and similar technologies to support website functionality, understand how visitors use our website, measure website performance and improve our services.

When you use our website, certain technical information may be collected automatically, such as your IP address, browser or device type, the date and time of your visit, pages viewed and how you interact with our website.

We may use third-party service providers to assist with website hosting, analytics, performance and advertising. These providers may collect or process information in accordance with their own privacy practices and our arrangements with them.

You can manage or disable cookies through your browser settings. Disabling some cookies may affect the functionality of our website.

3.3 Links to third-party websites

Our website may contain links to third-party websites or online services. All Adelaide Speech Pathology is not responsible for the content, security or privacy practices of these third parties. We encourage you to review the privacy policies of any third-party websites or services you access through links on our website.

3.4 Use and disclosure

Personal information collected through our website or online services will be used and disclosed in accordance with this Privacy Policy.

Where you submit an enquiry about our services, we may use the information you provide to respond to your enquiry, contact you, determine how we may be able to assist you or your child/relative, and manage any subsequent relationship with All Adelaide Speech Pathology.

Information provided through an enquiry does not automatically become part of a clinical record unless it is relevant to the provision of services and retained for that purpose.