

Privacy Policy

Brand New Day Speech Pathology is committed to protecting the privacy of personal information we collect and hold about individuals.

This privacy policy explains how we manage the personal information we collect, use and disclose. Brand New Day Speech Pathology complies with the *Privacy Act 1988*, as well as the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which came into effect on March 12th 2014.

Brand New Day Speech Pathology also complies with other relevant State and Territory legislation regarding the management of personal information. Brand New Day Speech Pathology provides professional services in the areas of speech pathology. We will generally collect your personal information from you directly. We collect personal information from you in various ways, such as when you communicate with us, when another health professional refers you to our service, if you book an appointment, or when you participate in any of our activities, events or programs.

The types of information we collect about clients includes their name and contact information, date of birth, developmental history, previous assessments and medical history as well as information about their home life, support networks and activities of daily living. We may also, with your permission, collect photos, video and audio recordings.

Some information we collect may be sensitive information. For example, we may collect information about family dynamics, areas of challenge and difficulties faced. We will only collect sensitive information with your consent, or as otherwise permitted by law.

We collect personal information to enable us to properly assess, understand, diagnose, plan and implement support to your child, to refer your child to other professional services, to communicate with you, to manage accounts payable and receivable and to perform other activities related to Brand New Day Speech Pathology daily activities. If you do not provide your personal information to Brand New Day Speech Pathology, we may be unable to assist you or your child, or you may be unable to participate in or have access to our clinicians, programs, events and activities. We also may not be able to assist you to access the best quality care from other professionals.

Brand New Day Speech Pathology may use this information for the following purposes:

- To create and maintain contact records.
 - To collect information required to assess, diagnose and form a management plan.
 - To complete written documentation about the services we have provided.
 - To assist us in communicating with other professionals that you have asked us to collaborate with.
 - To provide referrals to other professionals as needed.
 - To conduct mail outs for marketing purposes (e.g., To inform you about social groups being run).
 - To communicate and cooperate with other health organisations and professional bodies and government departments and agencies.
 - To manage our responsibilities to funding bodies and meet our legal responsibilities.
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- To investigate and manage complaints.
- To plan, manage, review and audit our activities and processes.
- To perform any of our other functions and activities.

Brand New Day Speech Pathology may disclose personal information to government agencies, regulatory bodies, other professional associations, health insurance and funding agencies, and third-parties providing services to Brand New Day Speech Pathology only where it is in the client's interests to do so and where you have explicitly consented for us to do so. We will not provide any of your details to another person without your consent unless we are legally required to do so.

Brand New Day Speech Pathology maintains electronic files on clients to carry out its functions efficiently. We do not use any government related identifiers as our own identifiers of an individual. Information that is no longer relevant or required is destroyed in a confidential manner.

Brand New Day Speech Pathology takes reasonable steps to ensure the personal information it collects, uses or discloses is accurate, complete and up-to- date. We also request clients and other contacts to confirm or update their information on an annual basis, or when they are aware of changes in their circumstances.

Brand New Day Speech Pathology takes reasonable steps to protect personal information it holds from misuse and loss and unauthorised access, modification or disclosure. Brand New Day Speech Pathology's various database information is protected by encryption and password access.

Brand New Day Speech Pathology privacy policy is available in hard copy by request.

If you have a complaint about the manner in which Brand New Day Speech Pathology has handled your personal information, please contact us at the contact details below. We will endeavour to resolve your complaint promptly. You have the right to gain access to the personal information we hold about you. Families may seek a copy of their information from our records. This information will be forwarded to families when requested in writing and as the law allows. Brand New Day Speech Pathology will take all reasonable steps to correct information where an individual is able to show that the information in question is not accurate, complete or up-to-date. In some circumstances, we may not permit an individual access to some or all of their personal information or we may not agree to correct their personal information. In these cases, we will provide reasons for our decision in writing.

Use of our website/ social media pages / email and privacy

We will only collect personal information through our website if you voluntarily provide it.

We may collect non-identifying information in relation to your use of our website, including the type of browser you use, the files you request, and the domain name and country from which you request information, to monitor and improve our web site and services. Our website may use cookies to assist in making your browsing experience better and to allow us to improve our website.

We may record your email address if you transmit it to us electronically in an email message or through a web page form. There are inherent risks associated with the transmission of information over the Internet, including via email. You should be aware of this when sending personal information to us via email or via the website. If this is of concern to you then you may use other



methods of communication such as post or phone (although these also have risks associated with them).

Our website may contain links to other websites. Our privacy policy has no application to any other website and Brand New Day Speech Pathology is not responsible for the practices or the content of any other website.

Contacting us

If you have any questions about our privacy policy, would like to request access to your personal information or to correct it or wish to make a complaint regarding your privacy, please contact our Director, Simon Day by:

- writing: Brand New Day Speech Pathology, 41 Melbourne road, Drumcondra, Vic, 3215
- calling: 0494 378 989
- emailing: simon@bndspeechpathology.com