



Speech, Language And Literacy With Talitha

PRIVACY POLICY

PURPOSE

Speech, Language and Literacy with Talitha is committed to protecting the privacy of personal information we collect and maintain from individuals, including the information you provide over the internet.

Speech, Language and Literacy with Talitha collects and uses your personal information to provide you the services you request. If you provide incorrect or inaccurate information, this may directly impact the service you are seeking.

This policy explains how *Speech, Language and Literacy with Talitha* manages the personal information it collects, uses and discloses.

COMPLIANCE

Speech, Language and Literacy with Talitha complies with:

- the Australian Privacy Principles (APPs) under the Privacy Act 1988
- other privacy laws that govern how private sector health service providers handle your personal information
- Speech Pathology Australia's Code of Ethics (2010)

INFORMATION COLLECTED

Speech, Language and Literacy with Talitha collects information that is necessary to provide you with the service you request. This may include but is not limited to:

- Name, contact details, date of birth
- Health fund, NDIS or Medicare details
- Medical, family and health history
- Any clinical data generated in the course of your therapy
- Relevant payment details according to your agreement

MEANS OF COLLECTION

Speech, Language and Literacy with Talitha may use the following methods to collect information from you.

- Face to face, phone, email or via text message from you or a carer
- With your permission, from other selected service providers or organisations

USE OF INFORMATION

With your permission, *Speech, Language and Literacy with Talitha* will use the information you have provided to:

- Provide you with a speech pathology service
- Contact you, or send appointment reminders
- Contact other organisations or service providers
- Manage billing, invoicing and funding
- Request your feedback
- Further training and education
- Provide you information about your therapy

- Other purposes permitted by the Privacy Act 1988.

With your permission, *Speech, Language and Literacy with Talitha* may disclose your information to:

- Other treating health professionals
- Your referrer
- Relatives, guardians, close friends or a legal representative
- Your funding body
- Audit, quality assurance and accreditation processes

ACCESS

You can request access or amendments to the information that we hold about you.

If we do not agree to change your medical record/personal information in accordance with your request, we will permit you to make a statement of the requested changes and we will enclose this with your record.

Please contact *Speech, Language and Literacy with Talitha* if you wish to obtain access or request changes to your health record.

DATA MANAGEMENT

Speech, Language and Literacy with Talitha will take reasonable steps to:

- Keep your data up to date
- Protect your data from misuse, interference, loss, unauthorised access, modification or disclosure
- *Speech, Language and Literacy with Talitha* will destroy or permanently de-identify any of your information which is in its possession or control, which is no longer needed, provided *Speech, Language and Literacy with Talitha* is not required under Australian law or court/tribunal processes to otherwise to retain information.
- *Speech, Language and Literacy with Talitha* uses technologies and processes such as access control procedures, encryption and physical security to protect your privacy.

CONTACT US

- If you have questions or comments about this Privacy Policy, or
- If you have a complaint about our information handling practices

By email: talitha.speech@gmail.com

By telephone: 0434 629 401

USE AND DISCLOSURE

I have read, understood and agree to the above policy.

Name: _____

Signature: _____

Date: _____