



Believe and Become

# Privacy Commitment

## OUR OBLIGATIONS

We are committed to treating your personal information in accordance with privacy law.

This leaflet explains how and why we collect personal information about you, how you can access your information and how your information may be used within Believe and Become or disclosed to other parties.

## COLLECTION OF YOUR PERSONAL INFORMATION

We collect information directly from you wherever possible. If this is not possible, or in an emergency, we may also need to collect information from a family member, friend, carer or other person who can help us to provide you with appropriate care.

## SECURITY OF INFORMATION COLLECTED

Your information may be held in a variety of ways within Believe and Become. Most commonly, your information may be held as an electronic file forming part of a secure computerised database. Some information may also be held in the form of a paper file, an image, or as an audio or video recording.

We follow strict rules and policies regarding the secure storage of personal information in all formats to protect your information from unauthorised access, loss or other misuse.

## USE AND DISCLOSURE OF INFORMATION

Your personal health information may be used by Believe and Become, or disclosed to other parties, to enable appropriate care and treatment to be provided to you. For example, your information may be used or disclosed as follows:

- to other treating health services or medical specialists involved in your treatment
- to your nominated GP
- to contact you at home regarding follow-up appointments
- to your carer to assist them with your care
- to contact you for feedback to help us evaluate and improve our services
- for billing and debt recovery
- to students and other staff for training purposes
- to other health services and authorised third parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency
- to claims managers and associated persons for the purpose of managing a complaint, legal action, or claim brought against Believe and Become or a treating health professional
- for purposes relating to the operation of Believe and Become and treatment of our clients, including funding, planning, safety and quality improvement activities

**If you do not wish for us to collect, use or disclose certain information about you, you will need to tell us and we will discuss with you any consequences this may have for your treatment.**



## USE AND DISCLOSURE OF INFORMATION

The law also allows or requires for your personal health information to be disclosed to other third parties, for example:

- to researchers for public interest research projects as approved by a Human Research Ethics Committee
- to other health services or law enforcement agencies, such as the police, if you provide us with information relating to a serious crime, including assault, domestic violence, child abuse, and so on
- to other agencies where the information relates to the safety, welfare or wellbeing of a child or young person
- to comply with a subpoena or search warrant if your personal information is required as evidence in court

## ACCESS TO YOUR INFORMATION

You are entitled to request access to all personal information held by Believe and Become. Requests for access to information will be responded to as soon as possible.

Access to your personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of mental or physical harm.

If you believe the information we hold about you is incorrect or an error has been made, please let us know and we will correct it or add a notation to your client file.

Requests for access to your client file should be addressed either to your Occupational Therapist or to the Director of Believe and Become.

## CONTACT US

If you have questions or a complaint about the privacy of your personal information, please contact:

Dr Nicole Sharp

Director and Occupational Therapist, Believe and Become Pty Ltd.

0460 317 758