

## PRIVACY POLICY

### Collection of Personal Information

Play Learn Bloom Developmental Therapies collects personal information for contact, health and billing purposes. This information includes:

- Child's name, date of birth and address
- Parent's name, address, telephone and email address
- Medicare details and Health Insurance Details
- NDIS Reference Number
- Emergency contacts
- Referral details
- Child's medical history
- Other specialist contact details

This information is collected via electronic or written communication from the GP, paediatrician or parents. Health and personal information are only collected and obtained as pertinent and relevant to the care (assessment or treatment) provided to the client. Parents are informed as soon as possible of referrals and personal information received from outside sources.

No bank or credit card details are collected, retained or stored by Play Learn Bloom, unless instigated by yourself on the Square or Medipass digital payment platform. Your personal details may be used in invoicing third party plan managers for NDIS as stated in your service agreement. Your personal and financial details may also be accessible at times by Play Learn Bloom's bookkeeper or accountant, for billing and financial purposes only.

### Disclosure/Transferring and Storing of Information

We take reasonable steps to protect the security of your personal information in accordance with this Privacy Statement. Unfortunately, no data transmission over the Internet can be guaranteed to be totally secure. While we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us. Accordingly, use is at your own risk. Once any personal information comes into our possession, we will take reasonable steps to protect that information from misuse and loss and from unauthorised access, modification or disclosure.

Some personal information is stored in paper files in a secure and confidential manner, in a locked filing cabinet. Some information is stored electronically and is stored securely on Play Learn Bloom's business computer.

Health and personal information are stored on a cloud-based client management system, Cliniko. Cliniko is protected by 256-bit security and encryption. All information is encrypted and stored in a securely protected data centre in Australia with multiple backups in place. Personal Information used in the billing process is also stored in the Xero Cloud Server. This information is encrypted and stored in a securely protected data centre across multiple geographic centres with multiple backups in place.

Play Learn Bloom also uses two web-based applications for test administration, scoring and reporting called Q-Global and WPS Online Evaluation System. Both of these systems store electronic information in secure overseas servers. These systems may be used to assist in your child's assessment process. If clients have any concerns how their data is stored please contact Play Learn Bloom.

Personal and Health Information is only disclosed to others (e.g. Teachers, specialists, GPs) on consent from parents. This includes verbal and written information and only as pertinent to the client's current therapy requirements and progress. This is unless the release of information is required by law, public interest or health & safety considerations.



Personal and Health Information that is transferred electronically via email, is sent only to email addresses that have been consented. Personal and Sensitive Information may be stored on Gmail external servers temporarily as sent or received files. However, as stated above, no data transmission over the Internet can be guaranteed to be totally secure. While we strive to protect such information, we cannot ensure or warrant the security of any information you transmit to us. Accordingly, use is at your own risk.

Information is stored securely until the child is 25 years old. Information that is duplicate or the records are of a child who has reached 25, will be destroyed and disposed of appropriately. This includes electronic records.

Children who attend services in a school setting, without their parents in attendance, will be registered on the program SeeSaw, to assist with communication between clinician and parents. Children are only identified by first name or initials only, however if depending on how the parents register themselves, full names may be visible. Communication is between clinician and parents only and not shared between parents. Photos are taken of the students completing activities and comments given. This data is encrypted and stored on the SeeSaw servers in the United States.

Personal information will not be used for the purposes of direct marketing, unless specifically consented to this purpose.

#### **Keeping Your Personal Information Up To Date**

Play Learn Bloom takes all reasonable care to ensure that the personal information we collect or disclose is accurate, complete and current. We request parents advise us if personal information we are holding is inaccurate, out of date, incomplete, irrelevant or misleading. Parents have a responsibility to provide us with updated information.

#### **Accessing own personal information**

Clients and their parents/guardians are able to access their own health records on request to the director, Natalie Kaiser. From the age of 18 years, young people can request a copy of information about themselves. Information about children who are 'Under the Care of The Minister' can only be provided with permission from the child's caseworker. Access to this information will be made available unless there are safety concerns for the client, a court order in place, an impact on others privacy or there a legal proceeding occurring.

Clients are able to request a correction of their records. This must be made in writing to Play Learn Bloom's director, Natalie Kaiser ([playlearnbloom@gmail.com](mailto:playlearnbloom@gmail.com)). Corrections will be made as appropriate. If correction is not deemed by the therapist appropriate, this will be documented and the client is allowed to provide a record of statement that they feel the information is incorrect.

#### **Complaints**

If individuals believe there has been a breach of the Australian Privacy Principles, individuals may make their complaint in writing to Play Learn Bloom's director, Natalie Kaiser ([playlearnbloom@gmail.com](mailto:playlearnbloom@gmail.com)). All complaints will be logged in a complaints log and addressed accordingly, as per Play Learn Bloom's Complaints Handling Policy. If you are not satisfied with the way we work to resolve the breach you may contact:

- Officer of the Australian Information Commissioner. W: [www.oaic.gov.au](http://www.oaic.gov.au) T: 1300 363 992
- Occupational Therapy Australia W: [www.otaus.com.au](http://www.otaus.com.au)
- Australian Health Practitioners Regulation Agency (AHPRA) W: [www.ahpra.gov.au](http://www.ahpra.gov.au)

The possible outcomes include an apology, change to Play Learn Bloom's policies and procedures, or staff training.



**Unsolicited Personal Information**

If Play Learn Bloom receives personal information about a client which they have not sought, they will destroy the information or ensure that the information is de-identified, provided it is lawful and reasonable to do so.

**Anonymity and pseudonymity**

A client may choose to attend Play Learn Bloom anonymously or under the name of an alias. This is possible and is permitted where it is lawful and practicable. However, this is not recommended, as clients need to identify themselves appropriately to be able to claim rebates from third party funders such as private health funds or Medicare. It is also generally necessary for clients to properly identify themselves to ensure appropriate records are kept and for continuity of care to be provided.

**Website Use Information**

Similar to other commercial websites, our website utilizes a standard technology called "cookies" and web server log files to collect information about how our website is used. Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our website, and the websites visited just before and just after our website.

