



PRIVACY POLICY

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INTRODUCTION

Coastwide Therapy Services is bound by the Privacy Act 1988 (the **Act**) and the Australian Privacy Principles (the **Principles**) contained within the Act. All officers and employees of Coastwide Therapy Services are expected to comply with the Act and this Policy.

Coastwide Therapy Services is committed to treating the personal information Coastwide Therapy Services collects in accordance with the Principles.

This Policy explains what information about you Coastwide Therapy Services may collect and how Coastwide Therapy Services may use and disclose it, how you can instruct Coastwide Therapy Services if you would prefer to limit the use and disclosure of that information, and the procedures that Coastwide Therapy Services has in place to safeguard your privacy.

This Policy does not apply to personal information collected by Coastwide Therapy Services that is exempted under the Act, for example, employee records.

An easy to read summary of our Privacy Policy is included in the “Terms and Conditions” document stored on our website.

YOUR CONSENT

By providing Coastwide Therapy Services with information about yourself, you consent to the collection, use, disclosure and transfer of that information as set out in this Policy. Consent to share information you provide to Coastwide Therapy Services will be requested by your therapist during the Initial Consult and may be updated from time to time as required with your approval. By using the Coastwide Therapy Services website, you also consent to Coastwide Therapy Services’s use of cookies as set out in this Policy.

If Coastwide Therapy Services changes this Policy, Coastwide Therapy Services will post the changes on the Coastwide Therapy Services website and may place notices on other pages of the website, so that you may be aware of the information Coastwide Therapy Services collects and how Coastwide Therapy Services uses it at all times.

If you do not provide information requested by Coastwide Therapy Services from time to time, Coastwide Therapy Services may not be able to provide services to you or otherwise fulfill the purpose for which Coastwide Therapy Services has requested information.

INFORMATION ABOUT YOU WHICH COASTWIDE THERAPY SERVICES COLLECTS AND HOW COASTWIDE THERAPY SERVICES USES AND DISCLOSES IT

Personal Information

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not, and
- whether the information or opinion is recorded in a material form or not.

In relation to job applications, Coastwide Therapy Services also collects current and past employment information, educational qualifications and membership of professional associations, and name and contact details of referees.

Examples of personal information Coastwide Therapy Services collects include your name, postal and residential address, email address, landline and mobile telephone numbers, date of birth and information concerning your job and job title.

If you provide personal information to Coastwide Therapy Services about someone else, you must ensure that you are entitled to disclose that information to Coastwide Therapy Services. This will usually involve you having the authority or consent to provide Coastwide Therapy Services with their personal information. Importantly, you must ensure the individual in respect of whom you are providing personal information is aware of the various matters detailed in this Policy, as those matters relate to that individual including us. Specifically, they should be made aware of Coastwide Therapy Services, how to contact Coastwide Therapy Services, the purpose of Coastwide Therapy Services collecting the personal information, Coastwide Therapy Services's disclosure practices, the individual's right to obtain access to their personal information and the consequences if the personal information is not provided (such as Coastwide Therapy Services's inability to provide services that have been requested from them).

Unsolicited personal information refers to personal information that Coastwide Therapy Services receives but has not taken active steps to collect.

Should Coastwide Therapy Services receive unsolicited personal information, Coastwide Therapy Services will determine whether or not the personal information is for, or directly related to, one or more of Coastwide Therapy Services's functions or activities.

If the unsolicited personal information is for or directly related to one or more of Coastwide Therapy Services's functions or activities, then Coastwide Therapy Services will use and store the information in accordance with this Policy.

If the unsolicited personal information is not for or directly related to one or more of Coastwide Therapy Services's functions or activities, then Coastwide Therapy Services will destroy or de-identify the information, provided it is lawful and reasonable to do so.

Sensitive Information

Sensitive information is a subset of personal information, and includes: -

- Information or opinion (that is also personal information) about an individual's: -
 - racial or ethnic origin;
 - political opinions;
 - membership of a political association;
 - religious beliefs or affiliations;
 - philosophical beliefs;
 - membership of a professional or trade association or membership of a trade union;
 - sexual preferences or practices; or
 - criminal record.
 - health information about an individual

It may be necessary in some circumstances for Coastwide Therapy Services to collect sensitive information about you. Coastwide Therapy Services will only collect sensitive information as permitted under the Act.

HOW DOES COASTWIDE THERAPY SERVICES COLLECT YOUR INFORMATION?

Generally Coastwide Therapy Services collects your personal information from you directly (for example, when Coastwide Therapy Services deals with you in person or over the phone, when you send Coastwide Therapy Services correspondence or when you contact Coastwide Therapy Services electronically), including when you seek services from or provide services to Coastwide Therapy Services, when you make an enquiry on an area of the Coastwide Therapy Services website, when you receive information from Coastwide Therapy Services, and when you apply for employment with Coastwide Therapy Services.

Sometimes Coastwide Therapy Services collects your personal information from a third-party source. For example, Coastwide Therapy Services may collect personal information from other service providers involved in your treatment plans.

Coastwide Therapy Services also collects personal information about you from the Coastwide Therapy Services website when you complete a form on there, and you forward it to Coastwide Therapy Services. Your use of the website will determine the amount and type of information that Coastwide Therapy Services collects about you. You agree that the webmaster and administrators of this website have the right to collect this information. When you visit the website, Coastwide Therapy Services's server may log the following personal information provided by you or your browser:

- your email address; and
- any personal information you have entered onto the website.

Your Internet Service Provider (ISP) may also be logging your activity when you visit the Coastwide Therapy Services website. In such instances, this issue is beyond the control of Coastwide Therapy Services.

Cookies and IP address

When you visit the Coastwide Therapy Services website, Coastwide Therapy Services's server may log the following non-personal information provided by your browser:

- the type of browser and operating system you are using and the previous site you visited;
- your server's IP address (a number which is unique to the machine through which you are connected to the internet)
- a "cookie" to assign a user ID to improve your viewing. Coastwide Therapy Services does not use "cookies" for any purpose other than to store the sites and databases a user has selected. Most browsers are initially set up to accept "cookies". If you prefer, you can set your browser to refuse "cookies" or to alert you when "cookies" are being sent, however, it is possible that some parts of the Coastwide Therapy Services website will not function properly if you do so; and
- the date and time of your visit, which parts of the Coastwide Therapy Services website you visited, and any documents you downloaded.

You agree that the webmaster and administrators of the Coastwide Therapy Services website have the right to record this information. Coastwide Therapy Services only uses information collected by our server to generate statistics and analyse site activity.

Email Address

Coastwide Therapy Services may maintain your email address together with other contact details on its database. Coastwide Therapy Services may use your email address in order to contact you.

If you wish to discontinue email communication with Coastwide Therapy Services, please advise Coastwide Therapy Services by contacting the Operations Manager by email at admin@coastwidetherapy.com.au and placing REMOVE in the subject line. Until Coastwide Therapy Services receives an email from you instructing otherwise, Coastwide Therapy Services will assume that you wish to continue receiving email communications from Coastwide Therapy Services.

PURPOSES FOR WHICH COASTWIDE THERAPY SERVICES COLLECTS, HOLDS, USES AND DISCLOSES PERSONAL INFORMATION

Coastwide Therapy Services, Coastwide Therapy Services's agents, consultants and sub-contractors may use any of the information about you, which Coastwide Therapy Services has collected:

- to provide services to you or your organisation;
- to communicate to you in response to your queries;
- to ensure that our records and your contact details are up to date;
- to perform business or accounting functions (including sending you invoices or reminder notices);
- to undertake safety and environmental incident management, investigation review and reporting;
- to process your requests of, and applications to, Coastwide Therapy Services;
- for the purposes of employment or the engagement of services (including conducting background checks and other screening checks to verify your identity and personal information provided to us, assessing your application, managing our recruitment process,

- contacting you regarding potential positions, maintaining our records and dealing with your enquiries);
- to comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulator or judicial or administrative body, or in cooperation with any government authority. For example:
 - laws and regulations in relation to access to security sensitive products such as ammonium nitrate; and
 - notification and reporting to emergency services and other regulatory bodies;
 - to process and respond to any complaint made by you; and
 - for any other purpose for which this information was provided to Coastwide Therapy Services or for any purpose related or ancillary to any of the above.

Coastwide Therapy Services may disclose your personal information in the following circumstances:

- If Coastwide Therapy Services has collected your personal information in the course of providing services to any of Coastwide Therapy Services's clients.
- Coastwide Therapy Services may disclose your personal information to Coastwide Therapy Services's agents, consultants and sub-contractors who assist Coastwide Therapy Services in running its business including the Coastwide Therapy Services website, or provide related services, and who are subject to security and confidentiality obligations.
- Coastwide Therapy Services may disclose your personal information between Coastwide Therapy Services's various related entities on a confidential basis for Coastwide Therapy Services's internal administrative, billing and other business purposes.
- Coastwide Therapy Services will make whatever disclosures of your personal information that the law requires Coastwide Therapy Services to make.

Coastwide Therapy Services may also use aggregate information and statistics for the purpose of monitoring website usage in order to help Coastwide Therapy Services develop its website and services.

DIRECT MARKETING AND THIRD PARTIES

Coastwide Therapy Services may send you direct marketing communications and services that we consider may be of interest to you. These communications may be sent in various forms, principally email or mail, but also from time to time, by telephone SMS or fax, in accordance with applicable laws. At any time, you may opt out of receiving marketing communications from Coastwide Therapy Services by contacting Coastwide Therapy Services at the contact details below.

Coastwide Therapy Services does not sell information to third parties. Your personal information will not be provided to any parties outside Coastwide Therapy Services for the purposes of allowing them to direct market their products or services to you.

Coastwide Therapy Services does not disclose your personal information to third parties outside Australia.

SECURITY AND RETENTION OF PERSONAL INFORMATION

Coastwide Therapy Services takes reasonable steps to protect any personal information that Coastwide Therapy Services holds confidential and secure. Coastwide Therapy Services also takes reasonable steps to protect the information from misuse, interference, loss, and unauthorised access, modification and disclosure. Coastwide Therapy Services does this in accordance with its internal procedures covering the storage, access and disclosure of information.

Information may be kept by Coastwide Therapy Services until it is outdated or no longer required, after which time it will be destroyed.

Storage of Information

Coastwide Therapy Services stores information in electronic or hard copy form (or both) in either lockable storerooms or, in the case of electronic information, by password protection. In both cases only authorized Coastwide Therapy Services employees and contracted personnel trained in the proper and lawful handling of such information are able to access that information. Coastwide Therapy Services employees follow generally accepted prudent standards of technology and operational security.

Email Security

In line with Coastwide Therapy Services's security procedures, emails you send Coastwide Therapy Services are automatically scanned, which could result in certain attachments and messages being automatically blocked. Coastwide Therapy Services's IT administrators may have access to your emails to authorise the content. This is done purely for IT security purposes.

While Coastwide Therapy Services endeavors to use secure transmission facilities, the internet is not always a secure method of transmitting information. Accordingly, Coastwide Therapy Services cannot accept responsibility for the security of information you send to or receive from Coastwide Therapy Services over the internet or for any unauthorized access or use of that information.

ACCESSING AND SEEKING CORRECTION OF PERSONAL INFORMATION

You can gain access to your personal information from Coastwide Therapy Services on request in writing, providing that your request is in accordance with the Act and Principles. The factors that affect your right to access your personal information include whether:

- it is a frivolous or vexatious request,
- the information relates to a commercially sensitive decision-making process,
- access would be unlawful,
- access would prejudice enforcement activities relating to criminal activities and other breaches of law, or
- denying access is required or authorised by or under law.

Coastwide Therapy Services will not charge any fee in respect of your request for access; however, Coastwide Therapy Services may charge an administrative fee for providing you with the requested information.

If you believe that any personal information, we have collected about you is inaccurate, incomplete or not up to date, please contact us and we will take reasonable steps to correct it in accordance with the requirements of the Act. We may also make contact with you from time to time to confirm the information we hold is still correct.

COMPLAINTS

If you believe that Coastwide Therapy Services are in breach of the Act, the Principles or any registered binding Australian Privacy Principles Code, you may lodge a written complaint by contacting Coastwide Therapy Services. Coastwide Therapy Services will attempt to resolve your complaint within a reasonable amount of time.

If you are unhappy with the resolution of your complaint, or with the way that Coastwide Therapy Services has handled your complaint, you may be able to refer the matter to the Office of the Australian Information Commissioner (OAIC). The contact details for this body are as follows:

Office of the Australian Information Commissioner
GPO Box 5218
Sydney NSW 2001
www.oaic.gov.au

Policy Updates

Our policies may change from time to time and are available by contacting us using the details below.

Policy Complaints and Enquiries

If you have any queries or complaints about our Terms and Conditions, please contact us at:

Coastwide Therapy Services
admin@coastwidetherapy.com.au
www.coastwidetherapy.com.au
(02) 4388 1110