

## **Making Strides Allied Health – Privacy Policy**

### **1. Making Strides Allied Health commitment to privacy:**

- 1.1. Making Strides Allied Health (“us”, “we” or “our”) is committed to safeguarding the privacy of our clients, staff and visitors of Making Strides, as well as those who visit our website.
- 1.2. Making Strides Allied Health is bound by the Privacy Act 1988 (Cth) (Privacy Act), the Australian Privacy Principles, and other laws governing how health service providers handle your Personal Information and Sensitive Information (including information about your health). When we refer to “clients” or “you,” we are referring to the child/young person and their legal guardian.
- 1.3. This Privacy Policy (Policy) sets out how we collect and treat your Personal Information and Sensitive Information. The Policy applies to our website [www.makingstridessa.com.au](http://www.makingstridessa.com.au), which is operated by us, and to the products and services provided by us.

### **2. Definitions**

In this Policy:

- 2.1. “Personal Information” is categorized as information held by Making Strides Allied Health that may identify you or by which your identity might be reasonably determined. The information you provide us may include, among other things, your name, address, email address, and phone number. It does not include “Sensitive Information.”
- 2.2. “Sensitive Information” refers to any information about an individual’s racial or ethnic origin, political opinions, membership of a political organization, religious beliefs or affiliation, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preferences or practices, criminal record, or health information.

### 3. Collection of Your Data

3.1. To provide our services to you, Making Strides Allied Health may receive and store Personal Information and Sensitive Information (together, 'your Data') that you enter onto our website or is provided to us directly via telephone, email, intake forms, reports, or interactions with other professionals involved with the client (if consent to share information has been provided). Personal information may be collected directly from the client or from someone authorized to act on their behalf, such as a parent, carer, or legal guardian.

When we collect personal information from you, we do so in a fair and transparent manner, ensuring that it is handled with the highest level of security and confidentiality. We will only collect information that is necessary for the delivery of our services and activities. We ensure that personal information is not collected for purposes other than those for which we have received your consent, unless required by law or in exceptional circumstances as outlined in the Act.

3.2. We collect personal information for the following purposes:

- Providing allied health services and therapy
- Managing billing and invoicing
- Administrative functions
- Collaborating with other professionals involved in our clients' care
- Complying with legal, regulatory, and ethical obligations, including the Australian Association of Social Workers Code of Ethics

3.3. The types of personal information we may collect and hold about you or our clients include:

- Personal details (name, age, date of birth, gender identity/pronouns, address, phone number, email)
- Developmental, educational, cultural, family, and social histories
- Information related to a diagnosis or disability

#### **4. Disclosure of Information**

4.1. We will only disclose personal information in compliance with the Privacy Act 1988. This means that personal information may be disclosed under the following circumstances:

- For the purposes for which it was collected and for related purposes that the individual would reasonably expect
- With your consent
- As required to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- In other situations, permitted under the Act

4.2. By providing us with your Data, you consent to the terms of this privacy policy and the types of disclosure covered by this policy. Where we disclose your Personal Information to third parties, we will request that the third party follow this policy regarding handling your personal information.

#### **5. Unauthorised disclosure or access**

5.1. As Making Strides Allied Health is committed to protecting your privacy, we will view unauthorised disclosure of, or access to, personal information as a serious breach of this policy.

If you would like to provide feedback or raise a complaint, please first contact Making Strides Allied Health and we will attempt to resolve the dispute. Contact details are as follows:

Sarah Zappia

Telephone: 0434 888 066

Email: [sarah.makingstrides@outlook.com](mailto:sarah.makingstrides@outlook.com)

A complaint can also be received through the AASW Ethics Complaints Team.  
Contact details are as follows:

AASW Ethics Complaints Team

Telephone: 03 9320 1000

Email: [ethicscomplaint@aasw.asn.au](mailto:ethicscomplaint@aasw.asn.au)

Lastly, you may contact the Office of the Australian Information Commissioner.  
Contact details are as follows:

Office of the Australian Information Commissioner

GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

## **6. Security of Your Information**

6.1. Making Strides Allied Health is committed to ensuring that your Data is secure.

6.2. Making Strides Allied Health will take reasonable steps to protect your Data from misuse, loss, unauthorised access and modification or disclosure.

6.3. All personal information is managed confidentially, securely and is properly disposed of when no longer required. Electronic records are stored using a secure practice management software system with strong security measures and encryption in place. Hard copy records are kept in a locked filing cabinet on-site, accessible only to authorized staff. We continuously monitor and adopt appropriate technical advancements and management processes to ensure the safeguarding of personal information.

6.4. Despite taking appropriate measures to protect your Data used and collected by us, please be aware that no data security measures can guarantee 100% security all of the time. The transmission and exchange of information is carried out at your own risk.

## **7. Access to your Information and Data Quality**

7.1. Reasonable measures are taken to ensure that the data we collect, use or disclose is accurate, current, and has been obtained directly from you or other reputable sources.

7.2. You may request details of your Data that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth).

7.3. We reserve the right to refuse to provide you with your Data that we hold about you, in certain circumstances set out in the Privacy Act.

## **8. Website**

8.1. When you visit the website of Making Strides Allied Health [www.makingstridessa.com.au](http://www.makingstridessa.com.au), we do not attempt to identify you as an individual user and we will not collect personal information about you unless you specifically provide this to us by submitting a general enquiry or via our contact details.

8.2. We may create links to third party websites. We are not responsible for the content or privacy practices employed by websites that are linked from our website.

## **9. Complaints about privacy**

9.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to:

Sarah Zappia

Telephone: 0434 888 066

Email: [sarah.makingstrides@outlook.com](mailto:sarah.makingstrides@outlook.com)

9.2. We take complaints very seriously and will respond shortly after receiving written notice of your complaint.

## **10. Changes to privacy policy**

10.1. Our Privacy Policy is subject to change.

10.2. Making Strides Allied Health may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website, or through distribution by email. Please check back from time to time to review our privacy policy.