

NEURODIVERSE UNIVERSE SPEECH PATHOLOGY
PRIVACY POLICY

Effective Date: 17 January 2025

Review Date: 17 January 2027

Policy Owner: Karina Quince (Director of Neurodiverse Universe Speech Pathology, Certified Practising Speech Pathologist, ABN: 98 164 663 680)

Acknowledgement of Country

At Neurodiverse Universe Speech Pathology, we respectfully acknowledge the Kaurna people, the Traditional Custodians of the land on which we live and work. We pay our respects to their Elders, past, present, and emerging. We honour their enduring connection to this land and recognise the importance of cultural safety in our practice, as we commit to safeguarding your privacy and personal information.

Introduction

At Neurodiverse Universe Speech Pathology (ABN: 98 164 663 680), we are committed to safeguarding your privacy and protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your data. It also explains your rights regarding accessing and correcting your information and how to raise concerns if you feel your privacy has been compromised.

Purpose

This Privacy Policy explains how we manage personal and sensitive information in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988. We are dedicated to maintaining

the confidentiality and security of all information we collect, ensuring it is used solely to provide high-quality, client-centred care.

Scope

This policy applies to all clients, families, and stakeholders of Neurodiverse Universe Speech Pathology, including children, parents, healthcare providers, educational institutions, and any relevant third parties. It also applies to visitors of our website and those who interact with us online or via email.

Definitions

- **Personal Information:** Information that relates to an identified or identifiable individual, including health information, contact details, and demographic data.
- **Sensitive Information:** A subset of personal information that includes health details, medical history, and other private data requiring extra protection.
- **Health Information:** Information about an individual's physical or mental health, including treatment details and medical history.

Consent for Information Collection

We collect personal information with the informed consent of our clients and their families. Consent is gathered through the Neurodiverse Universe Speech Pathology New Client Intake form, which also collects contact details and case history information. Where consent is provided on behalf of a child or dependent, it is assumed that the individual giving consent has the legal authority to do so.

What Personal Information Do We Collect?

We collect personal information necessary for providing speech pathology services, managing client relationships, and ensuring quality service. This may include:

- Your name, date of birth, and contact details (address, email, phone number)
- Health information, including medical history and health fund details
- Family history and information about other health providers involved in your care
- Additional details necessary for treatment, such as developmental history or therapy goals



Why Do We Collect Your Information and How Do We Use It?

We collect your personal information to:

- Provide speech pathology assessment, therapy services, and treatments
- Consult with other health professionals when necessary for your care
- Submit claims for health insurance, Medicare, or other relevant services
- Maintain accurate records for your treatment and feedback
- Send reminders for appointments or follow-up care
- Comply with legal obligations, including reporting to authorities when required

Legal Basis for Information Collection

We collect and process personal information as required under the Australian Privacy Principles (APPs) in the Privacy Act 1988, ensuring it is only used for lawful purposes, including providing healthcare services and maintaining accurate records.

Who Do We Disclose Your Personal Information To?

We may disclose your personal information (with your permission) to:

- Other service providers involved in your treatment
- Your General Practitioner (GP), paediatrician, or other healthcare professionals
- Your child's school or other relevant institutions
- Authorities, where required by law, or to resolve complaints or disputes regarding our services

Do We Disclose Your Personal Information Overseas?

No, we do not disclose any personal information to overseas parties.

How Do We Store and Protect Your Information?

Electronic Information

Your personal information is securely stored using Splose, a cloud-based practice management software. Splose complies with Australian data protection standards and uses encrypted storage to ensure your data is safeguarded.



We also implement two-factor authentication (2FA) for accessing our systems, providing an additional layer of security. Strict access controls are in place, ensuring only authorised personnel can view your information.

Paper Information

Any paper copies of personal information are securely stored in a locked and restricted-access location until they are processed. Paper copies are promptly scanned into Splose, where they are encrypted and stored securely. Once scanned, the original documents are destroyed using a cross-cut shredder to ensure the data is unrecoverable, in compliance with Australian privacy laws.

Children's Privacy

We take special care to protect the privacy of children. Personal information related to children is collected with the consent of a parent or guardian and is handled with the utmost confidentiality.

Website Privacy

Our website may use cookies and other tracking technologies to enhance user experience, analyse trends, and collect demographic data. These tools help us better understand how visitors interact with our website and improve its functionality. You can manage your cookie preferences through your browser settings.

How Long Do We Store and Protect Your Information?

We retain your personal information as long as necessary for its intended purposes or as required by law. For example:

- **Children's treatment records:** Retained until the child turns 25, or at least 7 years after the last interaction, whichever is longer.
- **Financial records:** Retained for at least 7 years in accordance with Australian tax and accounting laws.

When no longer needed, your information will be securely destroyed or de-identified.

Data Minimisation

We aim to collect and retain only the personal information necessary to provide effective and efficient services. We will not collect information that is irrelevant or excessive.

Accessing and Correcting Your Information

You have the right to access the personal information we hold about you and request corrections if necessary. To access or correct your information, please contact Karina Quince:

- **Email:** karina@nduniversespeech.com.au or feedback@nduniversespeech.com.au
- **Phone:** 0422 021 364

Proof of identity and a written request may be required. An administration fee may apply for copies of your records, depending on the circumstances.

Handling Complaints

For any privacy concerns, we strive to respond to and resolve issues as promptly as possible. If you believe your privacy has been breached, or if you have concerns regarding our privacy practices, please contact Karina Quince:

By Letter

Karina Quince
Neurodiverse Universe Speech Pathology
3 Fisher Crescent, Craigburn Farm SA 5051

By Email

karina@nduniversespeech.com.au or feedback@nduniversespeech.com.au

By Phone

0422 021 364



If you are not satisfied with our response, you may escalate your complaint to the **Office of the Australian Information Commissioner (OAIC)**:

- **Website:** [oaic.gov.au](https://www.oaic.gov.au)
- **Phone:** 1300 363 992
- **Email:** enquiries@oaic.gov.au

Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be communicated to clients through appropriate channels.

Version and Review

This Privacy Policy was last updated on 17 January 2025 and will be reviewed annually or as necessary to ensure compliance with privacy laws.

