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ABN: 66 648 073 858

# **LITTLE BY LITTLE THERAPY PRIVACY POLICY**

Little by Little Therapy Pty Ltd (ACN 648 073 858) (ABN: 66 648 073 858) ("Little by Little Therapy") is committed to protecting your Personal Information. This policy outlines how we manage your Personal Information, including how we collect, hold, use and disclose that information.

Little by Little Therapy is bound by the Australian Privacy Principles ("APPs") contained in the Privacy Act 1988 (Cth) ("the Privacy Act"), as well as the Health Records Act 2001 (Vic) (which include the Victorian Health Privacy Principles) ("Health Records Act") and the Information Privacy Act 2009 (Vic).

If you have any questions about your privacy and confidentiality in your dealings with Little by Little Therapy or this Privacy Policy, please contact Little by Little Therapy on [admin@littlebylittletotherapy.com.au](mailto:admin@littlebylittletotherapy.com.au).

## **WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?**

### **WHAT IS PERSONAL INFORMATION?**

Personal information is information or an opinion that identifies an individual. Examples of personal information we collect includes names, residential addresses, email addresses, phone numbers, gender, credit card details, and Medicare and NDIS details. Personal Information also includes 'sensitive information' such as information about an individual's health or medical condition and information about an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body or criminal record.

### **WHAT PERSONAL INFORMATION DO WE COLLECT?**

The personal information that we will collect from you about you, your child or the person for whom you have guardianship ("Personal Information") will depend on individual circumstances however we are likely to collect the following Personal Information:

- an individual's full name and date of birth;
- an individual's home address and phone number;
- an individual's health information including medical history; and
- an individual's health insurance, NDIS and Medicare details.

### **HOW DO WE COLLECT PERSONAL INFORMATION?**

We may collect the Personal Information in many ways including via therapy sessions (face-to-face), telehealth sessions (conducted by video, audio and / or telephone), our Registration and Consent Forms, correspondence, by telephone and facsimile, by email, via our website [www.littlebylittletotherapy.com.au](http://www.littlebylittletotherapy.com.au) and from third parties involved (with your consent). These third parties may include professionals such as paediatricians or other allied health professionals and teachers.

### **WHY DO WE COLLECT AND HOLD PERSONAL INFORMATION?**

We collect Personal Information for the primary purpose of providing our services to you, your child or the person for whom you have guardianship, as applicable. When we collect Personal Information we will, where appropriate and where possible, explain to the person from whom the Personal Information is being collected, why we are collecting the information and how we plan to use it.

### **USE AND DISCLOSURE OF PERSONAL INFORMATION**

We will only use or disclose Personal Information for the primary purpose for which the information was collected.

We will only use or disclose Personal Information for another purpose in accordance with the Privacy Act and the Health Records Act.

We will disclose Personal Information to third parties if:

- it is subpoenaed by court.
- failure to disclose information would (in the reasonable opinion of the therapist of Little by Little Therapy), place you, your child or the person for whom you have guardianship or others at risk of harm.
- you agree (in writing or verbally) for information to be shared with other parties (eg. GP, psychologist, school, paediatrician).
- there are obligations to communicate and provide treatment reports to a referring/treating doctor where you have been referred under Medicare.
- disclosure is otherwise required or authorised by law. Prior to your, your child or the person for whom you have guardianship's first session with a therapist at Little by Little Therapy, our Registration and Consent Forms will be given to you which includes terms about informed consent, confidentiality and release of information. This Form includes a section where you can specify other professionals (such as paediatricians, speech pathologists or teachers) that you consent to us contacting and sharing information with related to your, your child or the person for whom you have guardianship's therapy. You have the right to revoke this permission at any time in writing except for information that has already been disclosed.

#### **SECURITY OF PERSONAL INFORMATION**

Personal Information is stored by Little by Little Therapy in a manner that reasonably protects it from misuse, loss, unauthorised access, modification or disclosure. Little by Little Therapy will keep Personal Information that it collects as long as it is legally obliged to keep it. After this time, it will destroy, delete or de-identify Personal Information.

Personal Information may be stored by Little by Little Therapy in hard copy or electronic form. Electronic records are stored by Little by Little Therapy on the practice management software, Power Diary. More information on Power Diary's privacy policy can be found on their website <https://www.powerdiary.com/au/privacy-policy/>.

We do not guarantee the links from our website to any external websites and advise you to check the privacy policies of any external websites. Our website may use cookies depending on the particular page and functionality that you are using to access our website. The purpose of cookies is for record-keeping, website usage statistics and to provide better functionality on our website.

Little by Little Therapy offers the option of telehealth sessions which will be conducted by Zoom. While Little by Little Therapy is obligated to meet standards to protect privacy and security, telecommunication, including videoconference, may increase exposure to hacking and other online risks. As with all online activities, there is no guarantee of complete privacy and security protection. You may decrease the risk by using a secure internet connection, meeting with the occupational therapist from a private location, and only communicating using secure channels.

#### **ACCESS TO AND ACCURACY OF PERSONAL INFORMATION**

You may access the Personal Information we hold about you, your child or the person for whom you have guardianship for so long as you are legally entitled to this Information. If you wish to access Personal Information, please contact us in writing. Little by Little Therapy can decline your request as permitted under the Privacy Act and the Health Records Act.

Little by Little Therapy will not charge any fee for your access request but may charge an administrative fee for providing a copy of Personal Information.

In order to protect Personal Information, we require identification from you before releasing the requested Information.

If it is established that any Personal Information Little by Little Therapy holds is inaccurate, incomplete, misleading or not up to date, Little By Little Therapy will take reasonable steps to correct the Information so that it is accurate, complete and up to date.

#### **MAINTAINING THE QUALITY OF PERSONAL INFORMATION**

It is important to us that Personal Information is up to date. If you find that the Information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you, your child or the person for whom you have guardianship.

#### **ANONYMITY**

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

#### **PRIVACY POLICY COMPLAINTS AND ENQUIRIES**

If you have any queries or complaints about our Privacy Policy please contact us at:

**Little by Little Therapy**  
**Suite 185, 137 Cardigan Street**  
**Carlton VIC 3053**  
**0417 526 445**  
**admin@littlebylittletherapy.com.au**

If Little by Little Therapy have not been able to resolve your concerns regarding the way Personal Information has been handled, you can also contact the Health Complaints Commissioner at 1300 582 113 or Health Complaints Commissioner, Level 26, 570 Bourke Street, Melbourne VIC 3000.

Additionally, The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS related supports and services. A complaint regarding such services can be made by contacting 1800 035 544.

#### **POLICY UPDATES**

This Policy may change from time to time and is available on our website.

**Date updated:** 22.3.2021

**Date reviewed:** 22.3.2022

**Updated by:** Kristina Little