



occupational
therapy

PRIVACY POLICY

SCOPE

In our work with you we need to be provided with accurate and up to date information about your health situation to provide you with the best quality service. The information that we find out will be directly related to the assessment and treatment you receive. We only record the information that is necessary, and would only share information with other providers if it is necessary.

This policy tells you how we keep information we collect, and how we would use it.

POLICY PROCESS

How We Collect Information

Personal information about you may be collected by Grow Occupational Therapy from you, your representative or a third party. We generally will collect this information via our conversations with you, in forms or electronic or paper correspondence with yourself or others relevant to your care, such as your doctor or insurer.

Grow Occupational Therapy will not ask you for any personal information which we do not need. We will only collect information that is reasonably necessary for, or directly related to, your intervention.

Grow Occupational Therapy holds all health records electronically in a secure off site location that may use an overseas server. We can provide you with further details about this service on request.

We are required to keep all health records for seven (7) years, or in the case of a person under 18 years, until that person turns 25 years of age.

How to seek access to and correction of personal information

You have a right to access personal information we hold about you. You can do this by discussing this with your therapist. We will aim to provide you with information that you require in a format that meets your request. There will be an administration fee for any time required to provide this information.

You also have a right to request corrections to any personal information that Grow Occupational Therapy holds about you if you think the information is inaccurate, out-of-date, incomplete, irrelevant or misleading. You can do this by discussing this with your therapist.

How to make a complaint

If you think Grow Occupational Therapy may have breached your privacy rights you may contact us or use the complaint process in the Complaints Policy.

We will respond to your complaint or request promptly if you provide your contact details. We are committed to quick and fair resolution of any complaints and will ensure your complaint is taken seriously. You will not be victimised or suffer negative treatment if you make a complaint.