



Protecting your privacy

Hope Floats is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we collect, manage and store your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act), the Victorian Privacy and Data Protection Act 2014 and Health Records Act 2001. The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your personal information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>.

A copy of the Victorian Privacy and Data Protection Act 2014 may be obtained from the Victorian Legislation Website. www.legislation.vic.gov.au

A copy of the Health Records Act 2001 may be obtained from the Victorian Department of Health website. <https://www.health.vic.gov.au/legislation/health-records-act>

What is Personal Information and why does Hope Floats collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect includes names, addresses, email addresses, phone numbers, date of births, bank account, credit card details, occupation and other background information. We collect this information to provide the best possible service to you.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

How Hope Floats collects personal information

This Personal Information is obtained in many ways including

- During conversations with you, over email, the phone and/or face to face.
- From your referring doctor or any other persons/entities that have referred you.
- When you complete our forms and paperwork.

We attempt to keep your information as accurate and up to date as possible. We don't guarantee website links or policy of authorised third parties.

Personal information will be held in a locked filing cabinet in a secure location or on a password protected electronic device. Your file will be kept for 7 years from your last appointment. Paediatric files are kept for 7 years after a client turns 18. After this time, files will be destroyed appropriately.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as 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, criminal record or health information. Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

Disclosure of Personal Information

Your personal information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure;
- Where required or authorised by law.
- If there is a significant risk of harm to yourself or others; and
- During clinical supervision where only your first name is used.

Why do we collect, hold and use your personal and health information?

Your personal and health information is collected and used to ensure you can be informed about the services that Hope Floats provide, that you receive the best possible care if you become a client of Hope Floats, and for us to manage the health services we provide to you effectively. It will also be used to:

- Send communications to you and your referring/treating health professionals
- Provide information
- Conduct business processing functions
- Update our records and keep contact details up to date
- Respond to any complaint made by you
- Comply with any law, rule, regulation, lawful and binding determination, decision or direction of a regulation, or in co-operation with any governmental authority.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in clients files which will be kept by us until the legislative period relevant to medical records has expired.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Access to your Personal Information

You may request access to any information we hold about you at any time.

There may be instances where we cannot grant you access to some of the information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others. If that is the case, we will provide you with a written explanation of those reasons.

Hope Floats will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

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

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and 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.

Policy Updates

This Policy may change from time to time and is available upon request.

Privacy Policy Complaints and Enquiries

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

Email: info@hopefloats.com.au