

Welcome to the Speech Pathology in Neuro SPIN Clinic's website. This Privacy Policy outlines how we handle your personal information in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other applicable privacy laws governing private sector health service providers, and Speech Pathology Australia's Code of Ethics (2010).

1. Collection of Personal Information

We collect various types of personal information to ensure the provision of accurate and effective speech pathology services. The information we often collect includes:

Name, Date of Birth, Address, Funding stream details, Social and medical history, Current health conditions, Previous treatments, Treating medical teams (e.g., GP, specialist).

This information is generally obtained directly from you during our intake management process or our 15-minute free consultation. With your consent, we may also collect information from other treating professionals, family members, advocates, or next of kin.

2. Purpose of Information Collection

We collect your information to provide speech pathology services, manage our relationship with you, and address matters concerning your care. Misinformation or failure to disclose important details may result in mismanagement of assessment and treatment, hindering our ability to provide optimal care.

3. Use and Disclosure of Information

(a) Disclosure to Other Health Professionals:

Your personal information may be shared with health professionals (e.g., speech pathologists, occupational therapists, neurologists) involved in your care. This collaboration ensures comprehensive and effective treatment.

(b) Referrer:

We may disclose session summaries, discharge reports, or letters to referring agencies, acknowledging referrals and treatment completion as required.

(c) Relatives, Guardian, Close Friends, or Legal Representative:

Information about your condition may be provided to individuals specified by you, such as parents, children, relatives, close friends, guardians, or legal representatives, unless you explicitly inform us otherwise.

(d) Other Uses and Disclosures:

We may use or disclose your information for quality assurance, accreditation, audits, risk and claims management, patient satisfaction surveys, staff education, and training.

Invoicing, billing, and account management purposes.

Liaison with health funds, Medicare, or the National Disability Insurance Agency (NDIA) and providing necessary information for verification.

Sending standard reminders (e.g., appointments, follow-up care) via text message or email.

4. Security and Confidentiality

We take reasonable steps to ensure the security and confidentiality of your personal information. Our staff are bound by confidentiality agreements, and access to your information is restricted to those who require it for legitimate purposes.

5. Disclosure in the Event of a Serious Event or Breach

In the event of a serious event or data breach, where there is a risk of harm or compromise to your personal information, we may need to disclose relevant information to the appropriate authorities. This disclosure is done in accordance with legal obligations and regulatory requirements.

6. Email and Other Disclosures

(a) Mailing List and Email Alerts:

With your consent, we may use your email address to send you updates, newsletters, or information related to our services. You can opt out of these communications at any time.

(b) Marketing:

We may use your information for marketing purposes, such as promoting new services or special offers. You can opt out of these communications at any time.

7. Access to and Amendment of Your Health Information

You have the right to access the personal and health information held about you, and you may request corrections if you believe any details are inaccurate. In the event that we are unable to agree to amend your medical record or personal information in line with your request, you are entitled to submit a statement outlining the proposed changes. This statement will be enclosed with your record.

To access or request changes to your health record, you can contact our Speech Pathologist, who will provide detailed information on SPIN Clinic's access and correction procedure.

It's important to note that reasonable costs associated with supplying this information to you may be charged by SPIN Clinic.

8. Handling Your Personal Information on our Website

(a) Collection:

When you visit our website, we may collect personal information through forms or interactions, such as inquiries or requests for information.

(b) Cookies:

Our website may use cookies to enhance your browsing experience. Cookies are small text files stored on your device that help us analyse how you use our site. You can adjust your browser settings to manage or disable cookies, but this may affect certain functionalities.

(c) Links to Third-Party Websites:

Our website may contain links to third-party websites. Please be aware that we are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any linked websites.

9. Changes to Privacy Policy

We may update this Privacy Policy periodically, and any changes will be posted on our website. We encourage you to review this policy regularly.

If you have any concerns or queries regarding your privacy or the information outlined in this policy, please contact us.

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