



## **Privacy Policy**

### **Thinking Out Loud Speech Pathology**

#### **1. We respect your privacy**

- Thinking Out Loud Speech Pathology (ABN: 27 887 311 844) values and respects the privacy of your personal information and data. This policy sets out our commitment to protecting the privacy of your personal information collected from our website ([thinkingoutloudsp.com.au](http://thinkingoutloudsp.com.au)) or directly from you.
- We adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth)

#### **2. The type of information collected**

- We collect personally identifiable information including names, email addresses and phone numbers when we are fulfilling online and phone requests.
- Your personal information includes information about your health and disability, medical records, professional evaluations concerning you, and your past and current supports and services.
- We will record an email address if a message is sent via email. We will not use your email address for any other purpose and will not disclose it without your consent.
- We will collect your personal information for the primary purpose of providing speech therapy services to you. 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

#### **3. How your personal information is collected**

- Your personal information is collected from you in a variety of ways, including when you interact with us electronically or in person, when you access our website and when we engage in business activities with you. We may receive personal information from third parties. If we do, we will protect it as set out in this Privacy Policy.
- By providing us with personal information, you consent to the supply of that information subject to the terms of this Privacy Policy.

#### **4. How your personal information is used**

- We collect and use your personal information for the following purpose:
  - To deliver speech pathology services
  - Contacting and communicating with you
  - Providing you with information
  - Addressing any feedback you may have
  - Internal record keeping
- If you withhold your personal information, it may not be possible for us to provide you with our products and services, or for you to fully access our website.

#### **5. Sharing your Information**

- We will keep your information private and confidential, and will store it in a secure and safe place which will only be used by staff who support you or your child and have permission to use it. We will only collect and share your personal information if it is helpful to your therapy and safety. This may include the use of photographs and video recordings to illustrate or record therapy assessments, interventions or outcomes.
- We may share your information with other parties without your consent if required by law in the following circumstances:
  - We reasonably believe the use of disclosure is necessary to lessen or prevent serious threat to life, health, or safety of an individual or public health and safety
  - We have reason to suspect an individual may have done something unlawful or engaged in serious misconduct that relates to the organisational functions or activities

#### **6. How your personal information is stored**

- We are dedicated to keeping the information you provide secure. We store your personal information in secure locations, and our computers and mobile phones are password protected. When your personal information is no longer required for the purpose for which it was obtained, we will take reasonable steps to either destroy or permanently de-identify it.
- It is important that your personal information is correct. We will take reasonable steps to ensure your personal information is accurate, complete and up to date. If you find that the information we have is outdated or inaccurate, please inform us as soon as possible so we can update our records and continue to provide quality services to you. In order to protect your personal information, we may request identification from you before disclosing any requested details.

#### **7. Accessing your personal information**

- To access your personal information, please make a request using the email below. In some circumstances we may be unable to release your personal information to you. This may occur when the law prevents us from releasing information, someone other than yourself asks for information, or if a doctor tells us that you will be at risk if you receive this information.

Please read this privacy policy carefully and contact us on the email below if you have any questions. By providing us with personal information, this indicates to us that you have had sufficient opportunity to access this privacy policy and that you have read, understood and accepted it. If you have any feedback regarding our Privacy Policy, please contact us at [admin@thinkingoutloudsp.com.au](mailto:admin@thinkingoutloudsp.com.au)