

Privacy Statement

Shoalhaven Occupational Therapy (SOT) is committed to protecting your privacy. At SOT we are required to comply with all relevant Australian laws regarding your privacy.

What information does SOT collect?

- Your contact details
- Contact details of next of kin or emergency contact
- Details relating to your health and/or disability and other relevant information required to provide Occupational Therapy services.
- Information from other health or support services in relation to the service SOT is providing but only with your written consent.

Who has access to your information?

- All information is held on a computer, in a cloud server and an offline storage device.
- Your information is protected by two factor authentication.
- Only your designated practitioner will have access to your personal/health related information.
- Financial and appointment booking including contact details are available to all SOT staff.
- SOT will not issue your information to an external organization unless you instruct us to do so or if we are required to do so by law.
- Reports/applications will be sent to you and the designated contact person. This may be a third party or government body such as the NDIS or support service.

What do we do with your information?

The information collected in our initial consultation will assist us to assess the services required. Once we have agreed on the service to be provided, we may need to collect further information from you. All information collected will only be used to carry out the service we agree on. We will hold all your information to assist in providing future services unless you instruct us not to. In the case your information will be archived and/or destroyed according to the relevant laws.

Can I access my information?

Under the Freedom of Information Act 1982, you can apply to see, obtain a copy or amend your medical record. A fee may apply. You can do this by:

- Contacting your practitioner by phone or email
- Submitting a request via our website www.shoalhavenoccupationaltherapy.com.au



What if I am not satisfied that my privacy has not been protected.

- We encourage to discuss this with your practitioner or request to speak to SOT Business manager. You can submit a complaint online <http://www.shoalhavenoccupationaltherapy.com.au/contact.php>
- Should you not be satisfied that your privacy has been protected or you have not received a satisfactory response, you can contact the Office of the Australian Information Commissioner through <http://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaintwith-us>