

Privacy Policy - Little Wings ECI

Little Wings ECI recognises your right to privacy and your right to control your personal information. We are committed to protecting your personal information as set out in the Privacy Act 1988 (Cth) (Privacy Act).

Personal information

Personal information is any information about an individual that can be used to identify them directly or indirectly, such as name, address, phone number, email address, and date of birth.

Sensitive information is a type of personal information which includes details, for example, about a person's racial or ethnic origins, political or religious beliefs, sexual orientation, health or genetic information, family court orders or criminal record. The breach of sensitive information is likely to leave people open to discrimination or embarrassment.

Health information means information or opinions about a person's health. It includes information collected in connection with the delivery of health services.

Why we collect personal information

The sharing of personal information by a participant to Little Wings ECI assists us to assess and support the participant through the delivery of our therapy services. Personal information is retained to enable us to provide a relevant and informed service. Within our practice and due to our duty of care, a client cannot be anonymous.

How we collect personal information

We collect personal information through a variety of means, including:

- the information you verbally share with us
- written communication received from you via email, SMS or letter
- our intake form
- our website
- social media
- the guardian of those under 18 years of age
- a referral from another treating practitioner or service
- documentation received from Government agencies (for example, NDIA)
- third party service providers (for example, plan managers and support coordinators)
- information received from education and community services (for example, daycare providers and schools)

If we receive unsolicited personal information, or information we would not ordinarily be permitted to collect, we will ordinarily destroy or de-identify that information.

We will take reasonable steps to notify you of our collection of your personal information. Any such notification will include all additional information required by the *Privacy Act*.

Our storage of personal information

We take all reasonable steps to keep your personal information secure, safe and protected from misuse, interference, loss or unauthorised access. Your information is either stored on secure servers (electronic records) or is protected in controlled facilities (hard copy records). In addition, our staff and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us.

We will keep your personal information for as long as we are legally obliged to retain it, or until the need for the personal information has passed. At that point it will be destroyed, deleted or de-identified.

If we become aware of a security breach we will promptly investigate and, where appropriate, take remedial action and notify the individual affected in accordance with the Privacy Act.

Disclosure of your personal information

Other than for delivery of therapy supports, Little Wings ECI will not use or disclose your personal information without your consent. Some permitted exceptions to this apply, including where we are legally required to disclose, or disclosure is required to protect the personal safety of any individual or the public.

Accessing your personal information

You may request access to personal information we hold about you. We may ask you to specify what information you require.

We deal with all requests for access to personal information as required by the Privacy Act. We may refuse to provide access if the Privacy Act allows us to do so.

Integrity of your personal information

We try to ensure that the personal information we collect is accurate and up to date. You may request an update or correction to personal information we hold about you and we will deal with all such requests as required by the Privacy Act.

Complaints

If you have a query or complaint about how Little Wings ECI collects, uses or discloses your personal information, please contact us. We take all aspects of privacy seriously and welcome your feedback on the relevant issues.

If you have a complaint about the way in which Little Wings ECI has handled your personal information, we will investigate the matter relating to your complaint and endeavour to resolve your complaint promptly.

If you are unsatisfied with our response, you may contact the Office of the Australian Information Commissioner at <https://www.oaic.gov.au>.



Changes to this privacy policy

We may make changes to this privacy policy from time to time and in such cases, we will notify clients by email or on our website.

Contact us

If you have any questions relating to privacy matters, please contact us by email at admin@littlewingseci.com.au