

Privacy Policy

Little Birds Speech Pathology is committed to protecting the privacy of personal information collected and held about individuals. SRSP complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988, other privacy laws that govern how private sector health service providers handle your personal information (including your health information), and Speech Pathology Australia's Code of Ethics (2010).

This Privacy Policy applies to our website www.littlebirdsspeech.com, (the "Site"), which is operated by us.

1. Collection of personal information.

We collect Personal Information to provide you with the best evidence-based service. Some provision of Personal Information is optional.

To provide our services to you, we may collect Personal Information, such as your contact details, including your name, email address, telephone number, your business or company name and your payment and billing information, which we use to bill you for the services and to process your payments, including credit card details. We may also collect details of conversations we have had with you or any other information relevant to us.

We may collect Sensitive Information about you, such as medical reports, referrals, medication, health history and other important health information where you consent, and such information is reasonably necessary to provide our services to you.

We automatically collect through our Site and services, information that is often not personally identifiable, such as the website from which visitors came to our Site, IP address, browser type and other information relating to the device through which they access the Site. We may combine this information with the Personal Information we have collected about you.

2. Use & Disclosure

Personal Information collected by us will generally only be used and disclosed for the purpose it was collected. This includes maintaining your contact details, providing you with our services

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and processing payments. We may disclose your Personal Information to third parties or contractors who are integral to the provision of our services.

We may, from time to time, use Personal Information for another purpose where it would be reasonably expected by you or if permitted by the Privacy Act, including to effectuate or enforce a transaction, procuring advice from legal and accounting firms, auditors and other consultants. We may also disclose your Personal Information in circumstances where we are compelled by Australian legislation or a court of law to do so.

We do not and we would not sell your Personal Information.

We will not disclose, sell, share or trade your Personal Information to any third parties unless we first receive your consent.

We may provide health information to other medical service providers, such as your general practitioner, specialist medical practitioners and allied health professionals. We will only supply this information with your consent, or in circumstances where it is required for the delivery of health services, such as referral to another health service provider, billing and liaising with government offices regarding Medicare entitlements and payments, where it is necessary to prevent or lessen a serious threat to a patient's life, health or safety, or other reason as permitted by law.

3. Mandatory Reporting

To promote the safety and welfare of vulnerable children in Victoria, the Children, Youth and Families Act 2005 (VIC) requires registered practitioners such as Speech Pathologists and Occupational Therapists to take reasonable steps to proactively exchange information, and co-ordinate the delivery of services, with DHHS, schools, non-government organisations, the Family and Federal Courts, the police and other prescribed bodies in Victoria if, in the course of practising their profession, clinicians form a belief on reasonable grounds that a child is in need of protection from significant harm.

These obligations generally override confidentiality and privacy rights. More information is available at <https://providers.dffh.vic.gov.au/mandatory-reporting>

4. Access

We will respond to your request for Personal Information within a reasonable time. We reserve the right to charge an administration fee to cover the costs of responding to your request, for example, where Personal Information is held in storage.

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If required by law or where the information may relate to existing or anticipated legal proceedings, we may deny your request for access to your information. We will respond to your request, setting out the reasons for our refusal in writing.

5. Storage & Security

We will take reasonable steps to protect your Personal Information from misuse, loss, unauthorised access and modification or disclosure. We use commercially reasonable physical, technical, and administrative measures to protect Personal Information that we hold.

Despite taking appropriate measure to protect Personal Information used and collected by us, please be aware that no data security measures can guarantee 100% security all the time. We cannot guarantee the security of any information transmitted to us via the internet and such transmission is at your risk.

Personal Information is stored via cloud based servers within Australia with all electronic records requiring 2 step verification for access and paper based records secured in locked filing cabinets.

6. Data Breach Notification Scheme

If we have reason to suspect a data breach has occurred, we will undertake an assessment in accordance with the Notifiable Data Breach Scheme. If we determine there has been an eligible data breach, we will notify you as soon as reasonably practicable.

7. Cookies, web beacons and analytics

When you interact with our Site, we strive to make your experience easy and meaningful. We, or our third-party service providers, may use cookies, web beacons (clear GIFs, web bugs) and similar technologies to track site visitor activity and collect site data. We may combine this data with the Personal Information we have collected from Customers. Examples of information that we may collect include technical information such as your computer's IP address and your browser type, and information about your visit such as the products you viewed or searched for, the country you are in, what you clicked on and what links you visited to get to or from our Site. If we identify you with this information, any use or disclosure of that information will be in accordance with this Privacy Policy.

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8. Third-party websites

At times, our Site may contain links to other third-party websites. Any access to and use of such linked websites is not governed by this Privacy Policy, but, instead, is governed by the privacy policies of those third-party websites. We are not responsible for the information practices of such third-party websites.

9. Marketing emails

We may send you direct marketing emails and information about products and services that we consider may be of interest to you. These communications will only be sent via email and in accordance with applicable marketing laws, such as the Spam Act 2004 (Cth) as you consented to upon registering for our services. If, at any time, you would like to stop receiving these promotional emails, you may follow the opt-out instructions contained in any such email. If you opt-out of receiving emails or promotions from us, we still may send you email about your account, your account or any Services you have requested or received from us, or for other customer service purposes. We do not provide your Personal Information to other organisations for the purposes of direct marketing.

10. Complaints and Enquiries

If you have any questions or complaints regarding privacy, or if at any time you believe we may have wrongfully disclosed your Personal Information or breached our Privacy Policy, please contact us at 0413325120 or lodge your complaint via email to info@littlebirdsspeech.com.

More information on the Privacy Act 1988 (Cth) can be found on the website of the Office of the Australian Information Commissioner.

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