



Our PDA Kids Privacy Policy

Current as of: December 2022

Introduction

This privacy policy is to provide information to you, our client, on how your or your child's personal information (which includes health information) is collected and used within our social work practice, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

When you register as a client, you provide consent for our social workers and practice staff to access and use your or your child's personal information so they can provide you and your child with the best possible services. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your or your child's personal information to provide services to you. Our main purpose for collecting, using, holding and sharing your personal information is to provide these services.

What personal information do we collect?

The information we will collect about you includes your and your child's:

- names, ages, addresses, contact details
- social and demographic history
- information including psychology, learning or educational assessments
- NDIS plan details.

Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.



How do we collect your personal information?

Our practice may collect your and your child's personal information in several different ways.

1. During your first session our social workers will collect your and your child's personal information from you.
2. During the course of providing services, we may collect further personal information.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources with your explicit consent. This may include information from:
 - a guardian or responsible person
 - other providers, such as specialists, allied health professionals, schools or educational institutions

When, why and with whom do we share your personal information?

We sometimes share your or your child's personal information:

- with other healthcare providers with your express consent
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a person's life, health or safety
- to assist in locating a missing person

Only people who need to access your and your child's information will be able to do so. Other than in the course of providing services or as otherwise described in this policy, our social work practice will not share personal information with any third party without your consent.

We will not share your or your child's personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your or your child's personal information for marketing any of our goods or services directly to you.



How do we store and protect your personal information?

Your personal information may be stored at our practice in electronic form.

Our practice stores all personal information securely using either local storage on encrypted volumes or commercial data storage providers that meet requisite privacy and security standards.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your and your child's personal information.

Our social work practice acknowledges clients may request access to their and their child's records. We require you to put this request in writing via email to admin@ourpdakids.com.au, or in person, and our practice will respond within 7 days.

Our social work practice will take reasonable steps to correct your or your child's personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your and your child's personal information held by our social work practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to admin@ourpdakids.com.au.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to admin@ourpdakids.com.au, or in person. We will then attempt to resolve it in accordance with professional resolution procedures.

You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992.



Privacy and our website

When you communicate with us via our website, or on social media we will collect some personal information including your name, telephone number, email address, child's name and age and your general location. This information will be managed in the same manner as that information that we collect from you in person.

Our website does not use cookies, other online tracking methods or analytics.

Policy review statement

Our policy will be reviewed from time to time in response to changes in regulation or legislation.