



We care about your privacy

We are committed to protecting the privacy of our clients. We handle all personal information in a responsible manner in accordance with the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation (referred to collectively as privacy legislation).

What information does The Little Bookworm collect and why?

The Little Bookworm collects client data that may be necessary to provide you with a comprehensive and high-quality service. The information we collect may include demographics (e.g. age, date of birth), medical information, and any other information necessary to help us provide the most effective service for you and your family. With your permission, photos, audio recordings and videos may also be collected for the purposes of assessment or providing therapy to your child.

The Little Bookworm collects personal information mainly from you and your family members. However, with your permission, we may also need to collect information from other sources, such as educators or carers, other health professionals, case managers and support coordinators. If required, we may also seek assistance in the collection of data from a 3rd party, such as a translator.

Collection of information wherever possible will occur in written form, which may include documents or email. Where written collection is not possible, information may be collected verbally, such as over the phone or in person.

You and your family maintain the right to choose not to participate in therapy sessions and to have your privacy maintained during therapy sessions. Privacy during therapy sessions may differ in meaning for different clients and as such, open conversations and awareness of communications are necessary at all times.

How does The Little Bookworm store my information?

We store personal information within secure digital frameworks, for example, Powerdiary (our client management system). Audio and video files will either be destroyed immediately after transcription or stored in Powerdiary. At times it can be necessary for this data to be collected in hard copy format, this information is then placed in the client's hard copy file and stored securely. The Little Bookworm has an

archiving process for client files which ensures files are securely and confidentially stored and destroyed when your child turns 25 years old. Electronic files are archived within Powerdiary and hard copies of files are archived within a secure local storage facility. Digital frameworks are protected at all times through the use of privacy legislation-compliant software with password access.

How does The Little Bookworm use my information?

Personal information is treated as strictly private and confidential. The Little Bookworm only uses or discloses client information for purposes directly related to client care and treatment.

To ensure you get the best possible care, there may be times when The Little Bookworm needs to share your information with other healthcare providers such as a GP, Paediatrician or another therapist. The Little Bookworm will always your consent (permission) before disclosing any information.

Where required by law, The Little Bookworm may disclose some or all personal information with regard to a specific individual without your consent. This happens very rarely, and would only happen under the direction and counsel of a lawyer nominated by The Little Bookworm, unless the circumstances are urgent. Under these circumstances we may share information with Medicare, the National Disability Insurance Scheme, Police, insurers or the courts of law.

Through the course of business The Little Bookworm may disclose limited personal information to external contractors such as IT service providers. We impose strict security and confidentiality requirements on said contractors, including that they are not permitted to use personal information for any purpose except those activities which The Little Bookworm has explicitly instructed them to perform.

In accordance with Australian Privacy Principle 7, The Little Bookworm will only use personal information for direct marketing purposes, such as letting you know about new services available at The Little Bookworm, if we have made it clear that this is the purpose for which the information has been collected.

We only transfer personal information to overseas recipients with the individual's written consent, or if we are required to do so by law.

Can I access the information you have collected?

We are required to provide individuals with access to their personal information upon request, unless otherwise permitted by law. If you would like access to your personal information, your request should be made in writing.

If you believe the information The Little Bookworm has collected is incorrect, it is your responsibility to inform us of your updated details in writing as soon as possible. It is the responsibility of the team member who receives the updated details to ensure that these are conveyed to The Little Bookworm administration, and stored securely.

Is my privacy protected if I choose to access Telehealth?

There may be circumstances in which the provision of speech therapy services via telehealth will help you and your family continue to access therapy. In such circumstances we will discuss the options available and seek your consent to use telehealth.

As with standard face-to-face consultations, when delivering services via telehealth we will work to maintain client privacy and confidentiality at all times. However, telehealth, including video calls, may increase exposure to hacking and other online risks; as with all online activities, there is no guarantee of complete privacy and security protection. Although your therapist will implement all possible measures to keep your meeting secure, it is possible security may be affected by user specific issues such as a user's hardware and network environment.

We will decrease any risks by:

- Sharing a unique meeting ID and password for each session with you through a secure method
- Disabling functions that allow other participants to join and enabling the "Lock Meeting" function once your session has started
- Using a secure internet connection
- Meeting you from a private location
- Not recording sessions under any circumstances
- Maintaining anti-virus and anti-malware software

We will also do our best to ensure that the technology used is as secure as possible, however as with all online activities, there is no guarantee of complete privacy and security protection.

To further support privacy and confidentiality, we ask that you make every effort to:

- Use a secure internet connection
- Meet with the speech pathologist from a private location
- Only communicate using secure channels
- Not record sessions under any circumstances

- Maintain current anti-virus and anti-malware software
- Finally, as with any online service, you should be cautious of information you input into the Zoom application – knowing that it could be accessed by or disclosed to a third party or used and sold for marketing and other purposes

What happens if there is a data breach?

We are required to disclose a data breach to the Office of Australian Information Commissioner if the data contains personal information that is likely to result in “serious harm”, which includes any of the following: physical, psychological, financial or reputational harm. Personal information is information about an identified individual, or an individual who is reasonably identifiable.

Any staff who identify a potential breach must immediately inform Michelle, the Director, for further action.

Feedback and complaints

If you have any complaints about the privacy of personal information or treatments, you should contact Michelle at:

Michelle O’Brien

Phone: 0418 568 010

Email: michelle@thelittlebookworm.com.au

We take complaints very seriously and aim to resolve problems as comprehensively and quickly as possible. Once we have received a complaint, Michelle O’Brien will review the details and seek resolution in accordance with The Little Bookworm Feedback and Complaints Procedure.

If you are dissatisfied with the handling or outcome of a privacy complaint, you can make an application to:

Office of the Victorian Information Commissioner

Phone: 1300 666 444

Email: privacy@cpdp.vic.gov.au

If you are an NDIS client, you can also contact the NDIS Commission:

Website: www.ndiscommission.gov.au

Phone: 1800 035 544

TTY: 133 677

Interpreters can be arranged.