



PRIVACY POLICY

MINDFUL LEAPS THERAPY PTY LTD (ACN 680 414 984) is committed to protecting your Personal Information. This policy outlines how Mindful Leaps Therapy will collect, use, disclose, store, secure and dispose of personal information in line with the Privacy Act 1988 and the Privacy Amendment Act 2021 to protect the privacy of individuals' personal information. Mindful Leaps Therapy has adopted the Australian Privacy Principles (APP) that coincide with the [Privacy Act 1988](#) (Privacy Act). A copy of the APPs may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT

Personal Information

Personal information is information or opinion about a person which can be used to identify that person. This includes information such as a person's name, address, contact number, email address, etc.

What is Sensitive Information

Sensitive information is a form of personal information and includes, but is not limited to, a person's racial or ethnic origin, political beliefs, religious beliefs, sexual orientation and criminal record. It also includes health, genetic and biometric information.

Mindful Leaps Therapy collects and holds personal information about its clients and its clients' families including but not limited to names, addresses, contact details and occupations. Mindful Leaps Therapy also collects sensitive information, particularly in relation to its clients' health and medical history, but only with the relevant person's consent, and only if the specific information is reasonably necessary for one or more of Mindful Leaps Therapy functions or activities. Mindful Leaps Therapy does not collect personal information (other than sensitive information) unless the information is reasonably necessary for its functions and activities.

HOW DO WE COLLECT PERSONAL INFORMATION?

Mindful Leaps Therapy collects personal information during the course of its provision of occupational therapy services. This could occur during the referral, assessment, planning and service provision process. Information may be collected through completed application/intake forms, referrals, face-to-face meetings, telephone calls, emails, reports, videos, photographs, and third parties including but not limited to persons involved in a patient's treatment and education.

Mindful Leaps Therapy stores personal information electronically. First and family names are used in filing and bookkeeping systems. Mindful Leaps Therapy takes reasonable steps to ensure that personal information is held and stored in a manner that reasonably protects it from misuse and loss, and from unauthorised access, modification or disclosure. Mindful Leaps Therapy secures stored personal information in the following ways:



- Personal information is stored on password protected computer and software system (Splose)
- Personal information is removed from the computer once uploaded to the software system (Splose)
- Any hard copy information is shredded prior to recycling or destruction;
- Access to files is limited to Mindful Leaps Therapy personnel.

Personal information will be stored in secure patient files which will be kept by Mindful Leaps Therapy for the minimum authorised time frame (until the person turns 25 years old and 7 years post discharge). When personal information is no longer needed for the purpose for which it was obtained, Mindful Leaps Therapy will take reasonable steps to destroy or permanently de-identify the personal information.

WHY DO WE COLLECT AND HOLD PERSONAL INFORMATION?

Mindful Leaps Therapy collects, holds, uses and discloses personal information about its clients and its clients' families for the purposes of providing the highest quality occupational therapy services. This includes, but is not limited to, the following:

- To enable Mindful Leaps Therapy to identify its clients and ensure it can be in contact with its clients;
- To enable Mindful Leaps Therapy to assess and provide relevant services to its clients;
- To enable Mindful Leaps Therapy to establish eligibility for services and/or funding schemes;
- Informing other relevant third party service providers such as a patient's doctor, specialist or teacher who are involved in the patient's management; and
- For administrative purposes such as billing

USE AND DISCLOSURE OF PERSONAL INFORMATION

We will only use or disclose Personal Information for the primary purpose for which the information was collected. We will only use or disclose Personal Information for another purpose in accordance with the Privacy Act and the Health Records Act. We will disclose Personal Information to third parties if:

- It is subpoenaed by court.
- Failure to disclose information would (in the reasonable opinion of the therapist of Mindful Leaps Therapy), place you, your child or the person for whom you have guardianship or others at risk of harm.
- You agree (in writing or verbally) for information to be shared with other parties (e.g. GP, psychologist, school, paediatrician).
- There are obligations to communicate and provide treatment reports to a referring/treating doctor where you have been referred under Medicare.
- Disclosure is otherwise required or authorised by law. Prior to your, your child or the person for whom you have guardianship's first session with a therapist at Mindful Leaps Therapy, our



Registration and Consent Forms will be given to you which includes terms about informed consent, confidentiality and release of information. This Form includes a section where you can specify other professionals (such as paediatricians, speech pathologists or teachers) that you consent to us contacting and sharing information with related to your, your child or the person for whom you have guardianship's therapy. You have the right to revoke this permission at any time in writing except for information that has already been disclosed.

ACCESSING AND CORRECTING PERSONAL INFORMATION

Persons have a right to access and/or request a correction to their personal information held by Mindful Leaps Therapy under the NPPs. Parents and/or legal guardians of persons who are clients of Mindful Leaps Therapy may also have a right to access and/or request a correction to that patient's personal information held by Mindful Leaps Therapy under the NPPs.

To access and/or correct personal information, please contact Monica Malhotra, Director of Mindful Leaps Therapy in writing by sending correspondence hello@mindfuleapstherapy.com.au

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy please contact us at:

Mindful Leaps Therapy
0490 496 612
hello@mindfuleapstherapy.com.au

If Mindful Leaps Therapy have not been able to resolve your concerns regarding the way Personal Information has been handled, you can also contact the Health Complaints Commissioner at 1300 582 113 or Health Complaints Commissioner, Level 26, 570 Bourke Street, Melbourne VIC 3000.

Additionally, The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS related supports and services. A complaint regarding such services can be made by contacting 1800 035 544.

POLICY UPDATES

This Policy may change from time to time and is available on our website.