

## Privacy Policy

### 1. Part 1- About this Policy

#### 1.1 Purpose

Esther Karas is committed to protecting the privacy of personal information collected and held about individuals. Esther Karas complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other privacy laws that govern how private sector health service providers like Esther Karas handle your personal information (including your health information), and Occupational Therapy Board of Australia's Code of Conduct (2014).

This Privacy Policy explains how Esther Karas manages the personal information collected, used and disclosed. Esther Karas is a privately owned occupational therapy and orientation and mobility practice, and will not use or disclose your personal information in any way other than those outlined in this document.

### 2. Part 2- How Esther Karas handles your personal information

#### 2.1 Esther Karas' Legal Obligations

In order to provide you with the health care services requested, Esther Karas will need to collect and use you and your child's personal information. If you provide incomplete or inaccurate information or withhold personal and health information services may not be able to be provided.

#### 2.2 What information does Esther Karas collect?

Information is only collected when necessary for a particular function or activity to be carried out. Only information that is necessary to provide allied health services and to manage provider/client relationships is collected. The information collected may include you and your child's: name, date of birth, address, funding details and information about your health history and family history. Information is required to enable services to be delivered.

#### 2.3 How does Esther Karas collect personal information?

Personal information will be collected directly from you or a third party (e.g. relative or other health provider).

#### 2.4 How does Esther Karas use your information?

Esther Karas uses you and your child's personal information for the purpose of providing clinical therapeutic services. Information will be used to inform direct service delivery, to manage therapist/client relationship and to contact you in relation to matters concerning your child's supports. Information may also be used for any other purposes permitted under the Privacy Act 1988.



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## 2.5 Who might Esther Karas disclose information to?

Esther Karas may disclose you or your child's information to the following people:

- a) other health professionals involved – with your consent, Esther Karas may share information about your child's supports with other health professionals or educators in order to work collaboratively to achieve goals.
- b) the referrer - Esther Karas will usually send a discharge summary to the referrer (i.e., your medical practitioner) following discharge from Esther Karas or at other times, as required. This is a requirement of receiving supports under a Chronic Disease Management Plan. Please inform Esther Karas if you do not wish us to provide a discharge summary to the referrer.
- c) Relatives, guardian or legal representative – Esther Karas may provide information about your child's supports to other parents, relatives and legal guardians where appropriate and with your consent. Esther follows any directions for information sharing given in family court parenting orders.
- d) Other uses and disclosures - we may also use or disclose your personal and health information where necessary for:
  - activities such as quality assurance processes, accreditation, audits, risk and claims management;
  - invoicing, billing and account management

We will not disclose your personal information to any individual who is outside Australia.

## 2.6 Access to and correction of personal information

You have a right to access the personal and health information that we hold about you and your child. In accordance with the Australian Privacy Principles, Esther Karas may deny access to you or your child's clinical records, should it be deemed that giving access would pose a serious threat to the life, health or safety of any individual, or to public health or safety. You can request an amendment to you or your child's personal and health information should you believe that it is inaccurate.

## 2.7 Data Quality

Esther Karas will take reasonable steps to ensure that personal information collected, used or disclosed is accurate, complete and up-to-date. This may include periodic reviews of such information. Please inform Esther if any of you or your child's personal or health information changes.

## 2.8 Data Security

Esther Karas will take reasonable steps to protect you and your child's personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Esther Karas uses technologies and processes such as access control procedures, network firewalls, encryption and lockable physical storage to protect your privacy. Esther Karas will destroy or permanently de-identify any of your information which is no longer needed for the purpose for which it was collected provided Esther Karas is not required under an Australian law or court/tribunal or otherwise to retain the information. In accordance with Australian law, Esther Karas will retain your child's case information for a minimum of 7 years, or until your child turns 25, whichever ever is later.



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## 2.9 What to do if you have a complaint about privacy issues

If you wish to gain access to you or your child's personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request via email or phone. Your your query or complaint will be responded to as soon as possible. If there is a data breach, we will act according to the Privacy Act 1988 guidelines, act to remedy the breach immediately and notify you with the actions required. If it is a Notifiable Data Breach, Esther Karas will do these aforementioned steps as well as notify the Office of the Australia Information Commissioner.

## 2.10 How to contact us if you have a complaint about privacy issues

Contact Esther Karas on phone: 0499 211 634 or email: [estherkarastherapy@gmail.com](mailto:estherkarastherapy@gmail.com) should you wish to follow up any privacy concerns.



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### **3. Part 3- How Esther Karas handles personal information when you visit our website**

This section explains how personal information which is collected from our website: [www.estherkarastherapy.com](http://www.estherkarastherapy.com) is handled.

#### 3.1 Collection

Personal Information is only collected on the website when specifically provided on the 'contact' page.

Estherkarastherapy.com Internet Service Provider (ISP) may record and log for statistical purposes the following information about your visit:

- your computer address;
- the date and time of your visit;
- the pages and documents accessed during your visit; and
- the browser you are using.

Our web-site management agent may use statistical data collected by our ISP to evaluate the effectiveness of the website. Domain names and aggregate information are not disclosed to third parties other than agents who assist with the website and who are under obligations of confidentiality.

#### 3.2 Cookies

A "cookie" is a device that allows a server to identify and interact more effectively with a visitors computer. Cookies do not identify individual users, but they do identify visitors ISP and browser type. Estherkarastherapy.com uses temporary cookies. This means that upon closing your browser, the temporary cookie assigned to you will be destroyed and no personal information is maintained which will identify you at a later date. You may be able to configure your browser to accept or reject all cookies and to notify you when a cookie is used. We suggest that you refer to your browser instructions or help screens to learn more about these functions. However, please note that if you configure your browser so as not to receive any cookies, a certain level of functionality of the Esther Karas website and other websites may be lost.

#### 3.3 Links to third party websites

Estherkarastherapy.com may create links to third party websites. Esther Karas is not responsible for the content or privacy practices employed by websites that are linked from etherkarastherapy.com.

#### 3.4 Use and disclosure

Any personal information collected via our website will be used in accordance with Esther Karas' privacy policy.