

PRIVACY STATEMENT

Protecting the privacy of your personal information!

Word By Mouth Pty Ltd is bound by the Australian Privacy Principles under the Privacy Act 1988 and other relevant laws about how private health service providers handle personal and sensitive information.

We are committed to complying with all applicable privacy laws which govern how Word By Mouth Pty Ltd collects, uses, discloses and stores your personal information.

This Privacy Statement sets out in brief how Word By Mouth Pty Ltd will handle your personal information as per our Privacy Policy. For further information please refer to our Privacy Policy below.

Word By Mouth Pty Ltd will collect your personal information for the purpose of providing you with speech pathology healthcare and for directly related purposes. For example, Word By Mouth Pty Ltd may collect, use or disclose personal information:

- For use by a Speech Pathologist and other multidisciplinary treating team members;
- To liaise with health professionals, Medicare, your health fund and other organisations involved in your healthcare;
- In an emergency where your life is at risk and you cannot consent;
- To manage our practice, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of Speech Pathologists;
- To maintain medical records as required under our policies and by law; or
- For other purposes required by law (i.e. Child Safety Standards ect.)

We do outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services we take reasonable steps in all circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with Word By Mouth Pty Ltd to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Word By Mouth Pty Ltd will usually collect your personal information directly from you, but sometimes may need to collect it from someone else (for example, a relative or another health service provider). We will only do this if you have consented.

Word By Mouth Pty Ltd prides itself on being an evidence based practice. At times, this practice is engaged in research projects. Providing your consent through Word By Mouth's Consent Form, allows Word By Mouth you/your child's de-identified data in such research projects.

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

You have consented to:

- The use or disclosure is for a purpose directly related to providing you with speech pathology/healthcare and you would expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal and sensitive information to other organisations, healthcare/educational providers or persons; or
- We are permitted to do so by law.

You have the right to access your personal information in your health record. You can also request an amendment to your health record should you believe that it contains inaccurate information.