



## **PRIVACY POLICY**

*Policy updated: 10th October 2018.*

### **Purpose of this policy**

The purpose of this privacy policy is to provide information about the personal information Outback Futures collects, how that information will be handled, and how you can access your personal information or make a complaint about Outback Future's handling of the information.

### **Personal information**

Outback Futures ensures the protection of any personal information it receives, as required by the Privacy Act 1988 (Privacy Act). 'Personal information' is defined in the Privacy Act as:

information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

On 12 March 2014, the Privacy Act was amended and the new definition of 'personal information' is: information or an opinion about an identified individual, or an individual who is reasonably identifiable: a) whether the information or opinion is true or not; and b) whether the information or opinion is recorded in a material form or not.

Where electronic data is transmitted to international-based servers, Outback Futures has taken steps to ensure that data is maintained under security and privacy principles that provide a level of protection at least as secure as those protections required by the Privacy Act 1988.

## Collection of personal information

Outback Futures collects your personal and sensitive information only if you have consented to the information being collected, and if the information is reasonably necessary for conducting the best possible health and well-being care to you and/or your child. We collect personal information about you, such as you and your child's: name, contact details, gender, date of birth, school or childcare centre, Medicare number, and details of your medical practitioner. We also collect sensitive information about you that is relevant to providing you with quality, effective and comprehensive care. We may also collect your credit/debit card details which may be stored securely and used on HealthKit (practice management and card processing service based in Australia). HealthKit payments are processed securely using 256-bit SSL encrypted transmissions.

We only collect your information by lawful and fair means. We collect your information in a few different ways, including:

- forms (paper or online)
- electronically, such as through our website contact form or email
- phone calls and text messages
- information you provide during sessions
- other correspondence, such as mail.

We will always collect personal information from you directly unless it is unreasonable or impractical for us to do so. On occasion, we may collect information from other involved services and professionals where you have expressly given permission.

When we collect your information, or as soon as practical after, we will take reasonable steps to let you know:

- that the information has been received by Outback Futures and how to contact us

- if we received your information from another source, details of the information we have received and why we received it
- why we are collecting the information
- the main consequences (if any) for you if you do not provide all or part of the information we have requested
- the organisations or types of organisations to which we normally pass on information
- that you can access and seek to correct your information and that our Privacy Policy explains how that can be done
- that our Privacy Policy contains information about how someone can complain if they believe we may have breached the APPs and how we will handle that complaint and
- whether we are likely to disclose information to other parties and if so, why.

We collect this information to:

provide required care, service and advice

### **Security of your information**

We take appropriate steps to protect your personal and sensitive information held by us from misuse, interference, unauthorised access, modification, loss or disclosure. This includes during storage, collection, processing, transfer and destruction of the information.

Information is stored in physical locked storage or in electronic secure databases. Only authorised staff of Outback Futures have access to the secure physical and electronic database. You are permitted to request access or to request changes to you or your child's information at any time by contacting Outback Futures. Electronic data may be stored or processed using the following services:

HealthKit – <https://www.healthkit.com/terms-of-use>

G Suite: Health Insurance Portability and Accountability Act (HIPAA) security compliant – This means that data is kept to privacy and security standards required for US Health Data, which are equal to, or exceed Australian Health Data requirements –  
[https://gsuite.google.com.au/intl/en\\_au/security/](https://gsuite.google.com.au/intl/en_au/security/)

MYOB (accounting) –  
<https://www.myob.com/au/about/security/security-commitment>

Mailchimp (emails) – <https://mailchimp.com/legal/privacy/>

Where electronic data is transmitted to international-based servers, Outback Futures has taken steps to ensure that data is maintained under security and privacy principles that provide a level of protection at least as secure as those protections required by the Privacy Act 1988.

As required by the Health Records and Information Privacy Act 2002, records for children will be kept securely until the child turns 25 years of age. Records for clients who are adults will be kept securely for 7 years from the last occasion of service. After this time, records will be securely destroyed.

## **Website and Cookies**

We take steps to ensure the security of the Outback Futures website. However, users are advised that there is always some risk when transmitting information across the Internet, including a risk that information sent to or from a website may be intercepted, corrupted or modified by third parties.

The Outback Futures website uses software known as 'cookies' to record your visit to the website and collect some statistical information. We use this information to help administer and improve our website. We do not use this information to personally identify you. Information we may collect includes:

- your server address

- your domain name
- the date and time of access to the website
- pages accessed and documents downloaded
- the previous site visited
- if you have visited the website before
- the type of browser software in use.

You may set your web browser to disable cookies when visiting our websites.

The Outback Futures website contains links to external websites. We recommend that you review the privacy policies of those external websites as we are not responsible for their privacy practices.

### **Use of your information**

We only use your personal and sensitive information for purposes which are directly related to the reason you provided us with your information in the first place and where you would reasonably expect us to use your information.

We will not use your personal information for another purpose unless you have given consent (for example, in a consent form) or one of the exceptions under the Privacy Act applies. For example, if the use of the information is authorised by Australian law or is necessary for law enforcement by an enforcement body, such as the Australian Federal Police.

### **Disclosure of your information**

We only disclose your personal and sensitive information with your express consent and for purposes which are directly related to the reason you provided us with your information in the first place and where you would reasonably expect us to disclose your information.

For example, with your consent we may disclose information with your child's school, nominated GP, preschool, or other involved professionals where this information may be clinically relevant or required for a referral.

The main reason for collecting information is to provide your ongoing care and advice. We are required to disclose some information to State and Federal Government agencies to comply with laws regarding the reporting of certain statistics and data will be used on occasion for research purposes by Outback Futures staff or contractors and for service improvement. In these situations all data is completely de-identified to protect your privacy.

Your personal information may be required as evidence in court when subpoenaed and if there has been a break in the continuity of patient care, and you provide consent, we can release information to a new service or health professional.

We contract partner organisations such as Grow on Childrens' OT and Rapha Health. The specific contracted staff only will access some information about Outback Futures clients for administrative and/or clinical purposes. These staff fall within the same privacy and confidentiality standards as Outback Futures staff.

### **Direct communications and promotional materials**

From time to time, we may send out promotional materials for the purposes of Outback Futures. If you do not wish to receive these communications, you may click 'unsubscribe' or contact Outback Futures to unsubscribe (see contact details below).

Requests to participate in research by third parties

We sometimes receive requests from researchers for data to assist them to write research papers. You may receive information from Outback Futures about opportunities to participate in research. There is no obligation to participate in a study.

### **How to access and correct your information**

We will take reasonable steps to ensure that all personal information that we collect, use or disclose is accurate, up-to-date, complete, relevant and not misleading.

We will correct any personal information that we believe to be incorrect, out-of-date, incomplete, irrelevant or misleading. You may request to access or correct your personal information at any time by contacting Outback Futures using the details below. We will give you access to the information unless one of the exceptions under the Privacy Act applies. For example, if providing access would be unlawful or denying access is authorised by law.

If you request to access or correct your information, we will respond within a reasonable time (usually within 14 days). If your request is refused, we will give you a written notice that sets out the reasons for refusal and how to complain about the decision.

### **Complaints and enquiries**

Outback Futures is committed to the protection of your privacy. If you have any questions about how we handle personal information, would like to complain about how we have handled your information, or would like further information about our Privacy Policy, please submit a written query or complaint to Outback Futures. We will assess any complaints and liaise with you to resolve any issues within a reasonable time (usually within 14 days).

If you are unhappy with the outcome, you may lodge a complaint with the Australian Information Commissioner.

See [www.oaic.gov.au/privacy/making-a-privacy-complaint](http://www.oaic.gov.au/privacy/making-a-privacy-complaint) for further information.

Contact Details:

OUTBACK FUTURES

[info@outbackfutures.org.au](mailto:info@outbackfutures.org.au)

0417703729

16 Grove ST, Toowong. Qld. 4066

