

Bizzy Beez Privacy Policy

PART 1 – ABOUT THIS POLICY

This document sets out the Privacy Policy at Bizzy Beez, and details how Bizzy Beez manages the personal information we collect, use, and disclose.

Bizzy Beez complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), State Records Act 1988 (NSW), Health Records and Information Privacy Act 2002 (NSW), Occupational Therapy Australia's Code of Ethics (2014), and other privacy laws that govern the handling and use of personal and health information by private sector health service providers.

Bizzy Beez is a private occupational therapy practice under the ownership of Bizzy Beez Pty Ltd.

PART 2 – HOW BIZZY BEEZ HANDLES YOUR PERSONAL INFORMATION

2.1 Bizzy Beez Legal Obligations

Bizzy Beez needs to collect and use personal information for the primary purpose of providing occupational therapy services to your child and to manage our relationship with you. If you do not provide this personal and health information to us, or the information is inaccurate or incomplete, we may be unable to provide some or all of our services to you.

2.2 What information does Bizzy Beez collect?

The information we collect includes you/your child's: name, date of birth, email address, address, phone number, health history, educational institution, and funding details. Only relevant information is collected, related to the function or service being carried out.

2.3 How does Bizzy Beez collect health and personal information?

Bizzy Beez collects this information primarily directly through you. At times, we may be required to collection information about you/your child from a third party (such as a relative or another health service provider).

2.4 How does Bizzy Beez use your information?

Bizzy Beez uses your information for the purpose of providing high quality occupational therapy services to your child, administration; such as billing and payment (including through an insurance agency), managing our relationship with you, and contacting you in relation to matters concerning

your child's occupational therapy service. We may also use your information for other purposes permitted under the Privacy Act 1988 (Cth).

2.5 Who might we disclose your information to?

Information may be used within the practice amongst relevant staff members for the purpose of providing care.

We may disclose your information to the following people:

(a) other health professionals involved in your treatment

Bizzy Beez may disclose your information to your child's doctor and other health professionals who engage with your child (e.g. psychologist, speech pathologist, and/or physiotherapist), where relevant, as part of the process of providing care to your child.

Your information may also be used amongst staff members at Bizzy Beez for administrative purposes and for the purpose of providing care.

(b) the referrer

The referrer (e.g. your medical practitioner) may request an update of your child's progress during and/or at the cessation of occupational therapy services, as required for your care.

This information will be provided as requested, unless you advise us otherwise).

(c) Relatives, guardian, close friends, or legal representative

We may provide information about your or your child's condition to your parent, child, other relatives, close personal friends, guardians, or to a responsible person, unless specified that you do not consent for us to disclose your health information to any such person.

(d) Other uses and disclosures

In order to provide the best possible environment in which to treat you, 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, patient satisfaction surveys, and staff education and training;
- invoicing, billing and account management;
- to liaise with your health fund, Medicare, National Disability Insurance Scheme plan managers, or the Department of Veteran's Affairs;
- the purpose of sending you standard reminders, for example for appointments and follow-up care, by text message or email to the number or address which you have provided to us.

(f) Other uses with your consent

Bizzy Beez will not disclose your information to commercial companies, however specific service or product information as deemed suitable for your management, may be forwarded to you by us, unless you instruct Bizzy Beez not to send this type of information.

With your consent we may use your information for other purposes such as including you on a marketing mail list, or research - only with your express consent.

We will not disclose your personal information to overseas recipients.

2.6 Access to and correction of your information

You have a right to access the personal and health information that we hold about you. If you are exempt from receiving access to this information under the Australian Privacy Policy, Bizzy Beez will provide reason for this application denial.

You can also request an amendment to your personal and health information should you believe that it is inaccurate, out of date, incomplete, irrelevant, or misleading.

Should you wish to obtain access or request changes to your health record, please contact Bizzy Beez's Privacy Officer (see details below) who will provide more detailed information about our access and correction procedure.

Please note that Bizzy Beez may recover reasonable costs associated with supplying this information to you.

2.7 Data Quality

Bizzy Beez will take reasonable steps to ensure that your personal information which we may collect, use or disclose is accurate, complete and up to date.

2.8 Security of Personal Information

Bizzy Beez takes reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Information within Bizzy Beez is stored securely. We take all reasonable steps to ensure that information collected about you is accurate, complete and up to date.

Bizzy Beez will destroy or permanently de-identify any of your information which is in its possession or control and which is no longer needed for the purpose for which it was collected. However, under the Health Records and Information Privacy Act 2002 (NSW), Bizzy Beez must retain health information relating to a children until they are 25 years old. Bizzy Beez may also retain this information if required under a court/tribunal.

2.9 Complains About Privacy Issues

If:

(a) you have questions or comments about this Privacy Policy;

(b) Bizzy Beez does not agree to provide you with access to your personal information; or

(c) you have or a complaint about our information handling practices,

You can lodge a complaint with or contact our Privacy Officer on the details below. We will promptly review your complaint and provide a response to you.

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

Privacy Officer: Isabella Ragonese

By email: info@bizzybeezot.com

By telephone: 0449 153 325

I have read and agreed to the above privacy policy ☐

Signed: _____ *** Date:** _____ *

Print Name: _____ *** Relationship to Child:** _____ *