hello@talkjoy.com.au
www.talkjoy.com.au
ABN 95 818 035 560

Privacy Policy

Privacy Policy 1. PART 1 – ABOUT THIS POLICY
1.1 Purpose

Talk Joy is committed to protecting the privacy of personal information we collect and hold about individuals.

Talk Joy 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 Talk Joy handle your personal information (including your health information), and Speech Pathology Australia's Code of Ethics (2010).

This Privacy Policy explains how Talk Joy manages the personal information we collect, use and disclose.
Talk Joy is a private speech pathology practice under the ownership of Allanah Dart.

2. PART 2 – HOW TALK JOY HANDLES YOUR PERSONAL INFORMATION

2.1 Talk Joy's Legal Obligations

In order to provide you with the health care services that you have requested, Talk Joy will need to collect and use your personal information. If you provide incomplete or inaccurate information to us or withhold personal and health information from us we may not be able to provide you with the services you are seeking.

2.2 What information does Talk Joy collect?

We will only collect the information we need for the particular function or activity we are carrying out.
We collect information from you that is necessary to provide you with speech pathology services and to manage our relationship with you. The information we collect includes: your name, date of birth, address, health fund details and information about your health history and family history. We require this information to assist the speech pathologist to diagnose and treat you.

2.3 How does Talk Joy collect health information?

We will usually collect your health information directly from you. Sometimes, we may need to collect information about you from a third party (such as a relative or another health service provider).

2.4 How does Talk Joy use your information?

Talk Joy
SPEECH THERAPY
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Talk Joy uses your personal information for the purpose you have given the information to us. We will use your information to provide speech pathology services to you, to manage our relationship with you and to contact you in relation to matters concerning your care. We may also use your information for other purposes permitted under the Privacy Act 1988.

Who might we disclose your information to?

We may disclose your information to the following people:

a) disclosure to other health professionals involved in your treatment

Your personal information will generally only be used by the speech pathologist involved in your care, however on occasion your care may be provided by a number of health professionals (for example., speech pathologist, occupational therapist and/or psychologist) working or consulting together. We may disclose your information to these health professionals as part of the process of providing your care and to other health professionals involved in your care.

b) the referrer

Talk Joy will usually send a discharge summary to the referrer (i.e., your medical practitioner) following discharge from Talk Joy or at other times, as required for your care. If you do not wish us to provide a copy of your discharge summary to the referrer you must let us know. Also, if the referrer's details have changed please let us know.

c) Relatives, guardian, close friends or legal representative

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

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 or the Department of Veteran's Affairs and where required provide information to your health fund, Medicare or the Department of Veteran's Affairs to verify treatment provided to you;
• 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.

Other uses with your consent

With your consent we may also use your information for other purposes such as including you on a marketing mail list, or research. Please note, however, that unless you provide us with your express consent for this purpose, we will not use your information in this way. We will not disclose your personal information to any individual who is outside Australia.

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2.5 Access to and correction of your health information

You have a right to access the personal and health information that we hold about you. You can also request an amendment to your personal and health information should you believe that it is inaccurate.
If we do not agree to change your medical record/personal information in accordance with your request, we will permit you to make a statement of the requested changes and we will enclose this with your record.
Should you wish to obtain access to or request changes to your health record you can ask for our Privacy Officer (see details below) who can give you more detailed information about Talk Joy's access and correction procedure.

Please note that Talk Joy may recover reasonable costs associated with supplying this information to you.

2.6 Data Quality

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

2.7 Data Security

Talk Joy will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption and physical security to protect your privacy. Client records are stored securely with passwords, permissions and multi-factor authentication. Information is shared only with consent or another lawful basis.

Talk Joy 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 provided Talk Joy is not required under an Australian law or court/tribunal or otherwise to retain the information.

2.8 What to do if you have a complaint about privacy issues

If:
(a) you have questions or comments about this Privacy Policy;
(b) Talk Joy 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

By letter: Privacy Officer, Talk Joy Speech Therapy
By email: hello@talkjoy.com.au

By telephone: 0493 043 330

PART 3 – HOW TALK JOY HANDLES YOUR PERSONAL INFORMATION WHEN YOU VISIT OUR WEBSITE

This section of our Privacy Policy explains how we handle your personal information which is collected from our website: www.talkjoy.com.au

This Privacy Policy applies to your use of our website and the use of any of the facilities on our website.

3.1 Collection

When you use our website, we do not attempt to identify you as an individual user and we will not collect personal information about you unless you specifically provide this to us.

Sometimes, we may collect your personal information if you choose to provide this to us via an online form or by email, for example, if you:
• submit a general enquiry via our contacts page; or
• send a written complaint or enquiry to our Privacy Officer.

When you use our website, our Internet Service Provider (ISP) may record and log for statistical purposes the following information about your visit:
• your computer address;
• your top level name (for example, .com., gov., .org, .au etc.);
• the date and time of your visit;
• the pages and documents you access 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 our website.

3.2 Cookies

A "cookie" is a device that allows our server to identify and interact more effectively with your computer. Cookies do not identify individual users, but they do identify your ISP and your browser type.
This website 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.
Personal information such as your email address is not collected unless you provide it to us. We do not disclose domain names or aggregate information to third parties other than agents who assist us with this website and who are under obligations of confidentiality. 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 Talk Joy website and other websites may be lost.

3.3 Links to third party websites

We may create links to third party websites. We are not responsible for the content or privacy practices employed by websites that are linked from our website.

3.4 Use and disclosure
We will use any personal information collected via our website in accordance with our privacy policy.

Password Protection and Access Controls

To help safeguard client and business information, the clinic implements the following security measures:

- **Email security:** Password protection and appropriate account security measures are used to restrict access to clinic email accounts and the information they contain.
- **Client folders and records:** Client folders and electronic records are password-protected to help prevent unauthorised access to confidential client information.
- **Online booking system:** The clinic's online booking system is protected by a password and two-factor authentication (2FA), providing an additional layer of security to help prevent unauthorised access.
- **Staff computers:** Staff computers are protected by passwords to restrict access to clinic systems, documents and confidential information.
- **Staff mobile devices:** Passwords or other appropriate device security measures are used on staff mobile devices that access or store clinic information.

Telehealth and Privacy

We are committed to ensuring that your child's privacy and confidentiality are protected during all telehealth appointments. All telehealth consultations are conducted in a private and confidential environment. Our therapists take reasonable steps to ensure that:

- Appointments are conducted in a private space where conversations cannot be overheard by unauthorised individuals.
- The therapist's computer screen, clinical notes, client files and any other confidential information are not visible or accessible to other individuals who are not involved in providing your child's care.
- Only authorised clinic personnel involved in providing or supporting your child's services have access to relevant personal and clinical information.
- Appropriate security measures are in place to protect information transmitted and accessed during telehealth sessions.

- Telehealth sessions are not recorded unless prior informed consent has been obtained.

We take reasonable precautions to protect the confidentiality of all information shared during telehealth appointments, in accordance with our privacy obligations.

We also encourage parents and carers to participate in telehealth appointments from a private space where possible, to help maintain the confidentiality of discussions and activities during the session.

Limits to Confidentiality and Mandatory Reporting

Please be aware that there are limits to confidentiality. If a child, parent or carer discloses information that raises concerns about a child's safety, wellbeing or risk of harm, we may be legally or ethically required to share relevant information with the appropriate authorities or other relevant professionals. This may include reporting concerns to Child Safety Services, emergency services or other relevant agencies.

Where required, we will take appropriate steps to escalate these concerns in accordance with our legal and professional obligations. We will only disclose information that is reasonably necessary for the purpose of addressing the concern.

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