Privacy Policy

Introduction

This Privacy Policy explains how Chatter Cat Speech Pathology (ABN 693 520 462 28) (**“we”**, **“us”**, **“our”**) collects, uses, discloses and handles any personal information collected and how to contact us if you wish to access or correct your personal information, or complain about a breach of your privacy. This Privacy Policy may be amended from time to time if our practices change.

What kinds of personal information do we collect and how?

When you interact with Chatter Cat Speech Pathology within the clinic, over the phone, via email or via social media (eg. facebook.com/ChatterCatSpeechPathology), we may collect personal information about you. This enables us to provide you with information, provide clinical services such as assessment or therapy or complete other inquiries. This information may include your name, your child’s name (and any siblings’ names) and date of birth, your address, phone number (including mobile), email address, language spoken at home, your child’s childcare, kindergarten or school name, discussion about previous diagnoses or health issues, other providers involved with your child and developmental history and current skills.

Personal information is not collected from our website ([www.chattercatspeech.com.au](http://www.chattercatspeech.com.au))

Do you have to identify yourself when you interact with Chatter Cat Speech Pathology?

We are unable to perform a number of our functions without obtaining your identifying information. For example, without your child’s date of birth we cannot complete any formal speech or language assessments which are used to determine therapy goals and recommendations. If you wish to remain anonymous when you call initially, only general clinical information can be provided.

Why do we collect the information and how do we use or disclose it?

We collect, hold, use and disclose your personal information:

* to complete formal and informal speech and language assessments and to set goals for therapy;
* to determine previous or concurrent therapies that are occurring with other service providers;
* to allow for open and transparent discussion with other service providers (where permission has been sort);
* to access and claim rebates through your Private Health Insurer or Medicare;
* to comply with our legal obligations.

Who do we disclose your personal information to?

We may disclose your personal information (with your permission):

* to other service providers who are currently providing services to your child in order to share information, assessment results, goals and strategies;
* to your child’s general practioner or pediatrician;
* to your child’s childcare, kindergarten or school
* where required by law, or to government and enforcement agencies or individuals appointed by a government responsible for investigating and resolving disputes or complaints concerning Chatter Cat Speech Pathology’s services.

We do not disclose any personal or other information to third parties and do not use it for any purpose other than to provide services to you and your child.

Do we disclose your personal information overseas?

No information is disclosed to overseas parties.

How do we hold your personal information and keep it secure?

We hold your personal information in a combination of electronic and hard copy files.

We take all reasonable steps to ensure that the personal information we hold is protected from misuse, interference and loss, and unauthorized access, modification or disclosure by the use of various methods, including secure physical and technological storage.

Please contact us immediately if you become aware or have reason to believe there has been any unauthorized use of your personal information that we hold.

How can you seek access to, and correction of, your personal information?

If you would like to find out what information we have about you, please contact us via one of the following:

Mail: “Attention: Cathryn Grubb

Chatter Cat Speech Pathology, 20 Regent Avenue, Redlynch QLD 4870”

Email: [cathryngrubb@gmail.com](mailto:cathryngrubb@gmail.com)

Phone: 0401 519 370

There are a number of ways that you could access your records. After discussion with you, we may provide access by: sitting with you to go through the information, explaining terms and any notations; providing an electronic or hard copy; or providing a written summary of the information.

We will ask that you put your request for access in writing and provide us with proof of your identity. You may be charged with an administration fee when we provide you with the requested information to cover our photocopy or printing costs.

We will generally provide you with access to your personal information that we have about you, but sometimes that will not be possible, in which case we will give you a written notice explaining why.

If you think that any personal information we hold about you is inaccurate, incomplete, out of date or irrelevant, you may ask us to correct it. We will take reasonable steps to correct it unless we disagree with your reasons. If we refuse to correct your personal information we will generally give you a written explanation why. When a request for correction is related to assessment outcomes or opinions, a statement detailing your (“the client’s”) perspective or interpretation of the report will be attached to the original report.

Chatter Cat Speech Pathology will endeavor to review your personal information every 12 months to ensure that the information is accurate, current, complete and relevant.

How can you access further information or complain about a breach of your privacy?

If you believe that we have breached your privacy or have any questions in relation to this Privacy Policy, you can contact us via the mailing address, email or phone number listed above.

We will investigate any complaint and notify you of our decision in relation to the complaint, as soon as practicable after it is received. If we are unable to satisfactorily resolve your concerns about our handling of your personal information, you can contact the Office of the Australian Information Commissioner.