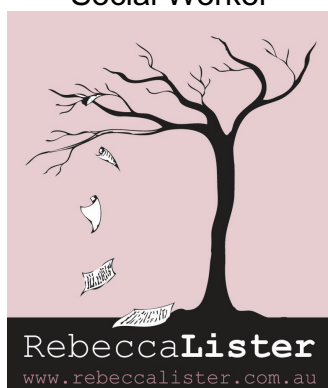


Privacy Policy

Rebecca Lister
Social Worker



Overview

Rebecca Lister, ABN 27373704419 is committed to complying with the [Privacy Act 1988](#), and the Australian Privacy Principles under that Act, and the privacy provisions of all applicable legislation.

This Privacy Policy covers all personal information I hold, that is information or opinion that identifies an individual. This includes information I have collected from you over the phone and over the internet, such as name, address, email address and phone numbers.

Collecting information - types of information collected, how and purposes for which it is collected:

Types of personal information I collect

When I collect personal information from you, I will ensure that I do so fairly and explain to you why I am collecting the information and how I plan to use it. I will only collect information that is necessary for one or more of my functions or activities.

The type of personal information I collect about you depends on the circumstances in which the information is collected. Typically, the types of personal information I may collect can include (but is not limited to) your name, address, email address and phone numbers.

If you are a client, I may also collect details of your date of birth, billing and payment details, Medicare and insurer details as well as health information about you so that I can provide my services.

I may also receive health information about you from other health service providers, where you have consented to me collecting that from those third-party providers.

Health information is "sensitive information" - see below for further details.

Sensitive information:

Sensitive information is a subset of personal information. If I collect sensitive information (as defined under the Privacy Act), I will treat it with the utmost security and confidentiality.

Sensitive information is defined in the Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by me only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with your consent or
- where required or authorised by law.

In addition to the types of personal information identified above, I may collect personal information as otherwise permitted or required by law.

Where you choose not to provide requested information, I will advise you of what consequences this non-disclosure may have. For example, withholding certain information may limit my ability to provide relevant offers or services to you.

How I collect your personal information:

Some of the common ways in which I may collect personal information include:

- via registration forms and during sessions
- from correspondence (whether in writing or electronically) or when you contact me via telephone, email, social media platforms or other means
- in administering and performing any contracts with service providers.

Where it is reasonably practical to do so, I will collect your personal information directly from you. However, in certain cases, I may collect personal information from publicly available sources and third parties, such as, if you are a client, from referrals or reports from other health professionals.

My purpose for handling your personal information:

The purposes for which I use and disclose your personal information will depend on the circumstances in which I collect it.

Whenever practical, I endeavour to advise you of the purpose for which your personal information is collected, how I intend to use that information and to whom I intend to disclose it at the time I collect your personal information.

In general, I collect, use and disclose your personal information so that I can provide goods and services to you and for purposes connected with my private practice.

Some of the specific purposes for which I collect, hold, use and disclose personal information are as follows:

- if you are a client, to provide you with services and products
- if you are (or represent) a supplier, to receive goods or services from you
- to comply with legal and regulatory obligations
- to address any issues or complaints that you or I have regarding our relationship and
- to contact you regarding the above, including via SMS and email, by mail, by phone or in any other lawful manner.

I may also use or disclose your personal information for other purposes to which you have consented and as otherwise authorised, permitted or required by law.

Disclosing information:

Your personal information may be disclosed to third parties in connection with the purposes for which I collected your personal information, as described above and in any privacy collection notices I provide to you.

I may also disclose your personal information in accordance with any consent you give or where disclosure is authorised, compelled or permitted by law.

Accessing and correcting your personal information

You may contact me (see "Contact details" section below) to request access to the personal information that I hold about you and/or to make corrections to that information, at any time. I will respond to all requests for access to or correction of personal information within a reasonable time.

On the rare occasions when I refuse access (which I will only do in accordance with applicable laws), I will provide you with a written notice stating the reasons for refusing access.

I am not obliged to correct any of your personal information if we do not agree that it requires correction and may refuse to do so. If I refuse a correction request, I will provide you with a written notice stating the reasons for refusing.

I will not charge any fee for your access request but may charge an administrative fee for providing a copy of your personal information.

To protect your personal information, I may require identification from you before releasing the requested information.

Storage and Security

I will hold personal information as either secure physical records, electronically on my computer systems, in cloud storage, and in some cases, on third-party servers.

My goal is to protect the personal information collected. I take all reasonable steps to keep your personal information secure, safe and protected from misuse, interference, loss or unauthorised access.

When your personal information is no longer needed for the purpose for which it was obtained and is not required to be kept by law, I will take reasonable steps to destroy or permanently de-identify it. I may need to retain records containing personal information to comply with record-keeping obligations, and for other legitimate business purposes (such as quality assurance).

Data quality

I will take all reasonable steps to ensure that the data I collect, use or disclose is accurate, complete and up to date and has been obtained directly from you or other reputable sources.

If you find that the information I have is not up to date or is inaccurate, please advise me as soon as practicable so I can update my records and ensure I can continue to provide quality services to you.

Availability and review of Policy

I will make our Privacy Policy available upon request and will provide a link on my website.

This Policy will be reviewed from time to time and any amendments will be incorporated into the updated version.

Complaints

If you have any questions, concerns or complaints about this Privacy Policy or how we handle your personal information, including if you believe I have breached the Australian Privacy Principles, please contact me (see "Contact details" section below).

When contacting me please provide as much detail as possible in relation to your question, concern or complaint.

I take all complaints seriously and will respond to your complaint in accordance with any applicable timeframes imposed by law and otherwise within a reasonable period. I request that you cooperate with me during this process and provide me with any relevant information that I may need.

If you are dissatisfied with the handling of your complaint, you may contact the Office of the Australian Information Commissioner:

Office of the Australian Information Commissioner

GPO Box 5288, Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

<https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

Contact details

My contact details are as follows:

Rebecca Lister

Email: rebecca.lister@tpg.com.au

Phone: 0409201262

Date of Privacy Policy: 10/4/24

Acknowledgements

This Privacy Policy was created using a template provided by the Australian Association of Social Workers (AASW), which includes content from these resources:

- Template Privacy Policy for Private Practitioners*, Allied Health Professions Australia (AHPA)
- Privacy Policy Template*, Business Victoria