

Privacy Policy and Health Information Collection Statement

Northside Speech, Language and Literacy is an independent practice under the ownership of Bronwyn Wood.

You may contact Northside Speech, Language and Literacy by writing to PO Box 794, GUNGAHLIN ACT 2912, by emailing bronwyn.wood@northsidespeech.com.au or by calling 0474 341 616. You have the right to gain access to the information held by Northside Speech, Language and Literacy about you/your child.

Our Privacy Policy (available upon request) contains information on how you may request access to, and correction of, your/your child's personal information and how you may complain about a breach of your/your child's privacy and how we will deal with such a complaint.

Northside Speech, Language and Literacy needs to collect information about you/your child for the primary purpose of providing quality treatment. In order to fully assess, diagnose and treat you/your child, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through an insurer or compensation agency.

Northside Speech, Language and Literacy may disclose information regarding diagnosis or treatment to your/your child's doctor or other treatment providers only with your consent. In the case of insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your/your child's treatment as required by the provider. Northside Speech, Language and Literacy will not disclose your/your child's information to commercial companies, however specific service or product information as deemed suitable for your/your child's speech pathology management, may be forwarded to you by us, unless you instruct Northside Speech, Language and Literacy not to forward this type of information. Your written consent will be obtained at the start of your/your child's treatment in order to carry out the above activities.

Information at Northside Speech, Language and Literacy is stored securely and only practice staff have access to it. Some information is stored on cloud-based electronic storage platforms which store data outside of Australia. The use of cloud-based storage is important to help us fulfil the legal requirements for record-keeping as a mobile practice. Northside Speech, Language and Literacy has taken care to ensure that our electronic storage providers have strong security systems in place to protect your personal information.

Northside Speech, Language and Literacy takes all reasonable steps to ensure that information collected about you/your child is accurate, complete and up-to-date. You may have access to your/your child's information on request and if you believe that any of the information is inaccurate we may be able to amend it accordingly. If you do not provide relevant personal or health information (about your child), in part or in full, to Northside Speech, Language and Literacy it may result in incomplete assessment. This may impact on the diagnosis and the following therapy that is provided. Any concerns that you may have about this policy or about your/your child's management can be directed to:

Bronwyn Wood, Northside Speech, Language and Literacy,

PO Box 794, GUNGAHLIN ACT 2912

bronwyn.wood@northsidespeech.com.au