

## **PRIVACY POLICY**

### **Connected Speech Space**

#### **PART 1: ABOUT THIS POLICY**

##### **1.1 Purpose**

Connected Speech Space is committed to protecting the privacy of personal information we collect and hold about individuals. We comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), relevant health privacy laws, and the Speech Pathology Australia Code of Ethics (2010).

This Privacy Policy explains how Connected Speech Space manages the personal information we collect, use, and disclose.

#### **PART 2: HANDLING OF PERSONAL INFORMATION**

##### **2.1 Legal Obligations**

To provide you with speech pathology services, we are required to collect and use your personal information. If you choose not to provide this information, we may not be able to deliver appropriate services.

##### **2.2 What Information Do We Collect?**

We collect only what is necessary to provide effective speech pathology services. This includes:

- Name, date of birth, contact details
- Medicare and NDIS information
- Health, medical, and developmental history
- Therapy progress notes and assessment reports

##### **2.3 How Do We Collect It?**

Information is primarily collected directly from you (or your guardian). We may also collect information from third parties such as schools, medical professionals, or carers (with your consent).

##### **2.4 How Do We Use Your Information?**

We use your information to:

- Provide speech pathology assessment and intervention
- Communicate with you about appointments and therapy updates
- Coordinate with other professionals involved in your care
- Manage billing, service delivery, and funding requirements

## **2.5 Disclosure of Your Information**

We may disclose your personal information to:

- Other health professionals involved in your care
- Referrers such as your GP or paediatrician
- Relevant family members or guardians (unless advised otherwise)
- Medicare, NDIS, or funding bodies for service verification and claims

We will not share your information with third parties for marketing purposes or send it outside Australia without your consent.

## **2.6 Quality and Security**

We take reasonable steps to ensure your personal information is accurate, up-to-date, and protected against unauthorised access or misuse. We use secure digital platforms, encrypted communication, and password protection.

When information is no longer required, we securely destroy or de-identify it in accordance with record-keeping laws.

## **2.7 Access and Correction**

You have the right to access the personal information we hold and request corrections. If we do not agree with your requested change, you can provide a statement that will be added to your record.

## **PART 3: COMPLAINTS AND CONTACT DETAILS**

### **3.1 Concerns or Complaints**

If you:

- Have questions about this Privacy Policy
- Disagree with how your information is handled
- Wish to make a complaint

Please contact us:

#### **Connected Speech Space**

Email: [info@connectedspeechspace.com.au](mailto:info@connectedspeechspace.com.au)

Phone: 0449575844

ABN: 51 357 066 593

## **PART 4: WEBSITE USAGE**

### **4.1 Website Data**

When you visit our website, we do not collect personal information unless you provide it (e.g., via a contact form, referral form). Our website may record anonymous data such as your browser type, visit time, and pages accessed for analytical purposes.

### **4.2 Cookies**

Our website may use temporary cookies to improve your browsing experience. You can choose to disable cookies in your browser settings. We do not use cookies to track personal information.

### **4.3 Third Party Links**

Our website may contain links to external sites. Connected Speech Space is not responsible for the privacy practices of those websites.

*This policy may be updated periodically. The most recent version will always be available upon request or via our website.*