

## Privacy & Confidentiality

Keiko Takenami Speech Pathology is open about how information is collected, used and managed in order to provide you, or a member of your family with services.

### Objective

That service users understand how and for what purpose personal information is collected, shared and stored.

### Policy Statement

Keiko Takenami Speech Pathology manages personal information in ways that are consistent with the National Privacy Principles in the Commonwealth Privacy Act.

Information is collected in order to establish eligibility for services, to identify your needs and to provide a service to you.

Information may be used to provide data to people who fund our services or to facilitate streamlined service provision across providers. Keiko Takenami Speech Pathology will ask for your formal consent to use information in these ways.

Personal information will only be disclosed to people agencies or service providers that you have given consent to, with the exception that disclosure would be in the interest of personal or public health and safety and permitted or required by law.

By consenting to receive services through Keiko Takenami Speech Pathology you are agreeing to your personal information (eg. name, address, telephone) being stored in hard copy and/or electronically and having your family name used in filing and booking systems.

### Information Collection

Keiko Takenami Speech Pathology may need to collect personal information about you and your family. This could occur during referral, assessment, planning and service provision.

Information may be collected through:

- Application forms
- Face to face meetings
- Video
- Telephone calls
- Emails
- Reports
- Referrals from other people

### Information Storage

Keiko Takenami Speech Pathology secures stored information in the following ways:

- Information is stored in locked filing cabinets and/or password protected computer files.
- Sensitive information is shredded prior to recycling or destruction.
- Archives are maintained in locked storage.
- Access to files is limited to Keiko Takenami Speech Pathology personnel.