



Total Angles Privacy Policy

Total Angles is committed to protecting the privacy of your personal information.

This Privacy Policy explains how Total Angles manages the personal information that is collected, used and disclosed and how to contact Total Angles if you have any questions about the management of your personal information or would like to access your personal information that is held.

Requirements of the privacy legislation

Total Angles is bound by the National Privacy Principles contained in the Commonwealth Privacy Act which regulates how personal information is handled including its collection, use, disclosure, storage, access and disposal.

Collection of Personal Information

Total Angles will only collect information that is necessary for its functions or activities and by lawful and fair means, not in an unreasonably intrusive way. The types of personal information that may be collected include:

- Identifying and contact information such as name, age, employment details, email address, mobile number and phone number.
- Information regarding your past and present medical treatment and details of treating parties including your General Practitioner (GP) and other treating health professionals.
- Information relating to your personal, domestic and community activities of daily living including sporting and other lifestyle interests.
- Information relating to your living arrangements and social supports including family members and their contact details, community services, attendant care agencies and any other support services.
- Information regarding any claims for compensation or funding bodies including TAC claims, Worksafe claims and community packages available to you.

Total Angles may collect your personal information from you or another person authorised to provide us this information on your behalf. We may also collect your personal information from a third party such as your GP, treating health professionals, hospitals, employer, government agency (such as NDIS, TAC, Worksafe or other health service) or any advisor that has dealt with you (such as your Case Manager).

How will Total Angles use your personal information?

Total Angles collects your personal information in order to provide you with a high quality service including provision of equipment, home modifications, therapy intervention and other recommendations. They will also use the information to:

- Manage the ongoing relationship with you.
- Administer and process any recommendations provided.
- Manage, review, develop and improve services provided.
- Resolve any legal and/or commercial complaints or issues.
- Perform any other functions and activities relating to the provision of Occupational Therapy services.

To whom will Total Angles disclose your personal information?

In order to carry out the above purposes, Total Angles may disclose your personal information to persons or organisations such as your GP, treating parties, government agencies (such as TAC, Worksafe or other health services) or any advisor that has dealt with you (such as your Case Manager). In all but exceptional circumstances, personal information that identifies you will be sent to other people only with your consent. Gaining your consent is the guiding principle.

Total Angles will ask you to sign a consent form where you will have the opportunity to nominate the third parties to which you consent Total Angles to exchanging information.

Data Quality, Storage and Disposal

Total Angles will take all reasonable steps to:

- ensure that the personal information it collects, uses or discloses is accurate, complete and up-to-date
- protect the personal information that we hold from misuse and loss and from unauthorised access, modification or disclosure
- where permitted by law, destroy or permanently de-identify personal information that is no longer needed for any purpose that is permitted by the Privacy Act.

Access

Total Angles will allow you to access and correct personal information it holds about you as required by law. If you have any queries about how Total Angles handles your personal information, or would like to request access to or to correct that information, please write to Total Angles, PO Box 121, Temora NSW 2666 or email totalangles@yahoo.com.au. At any time, you are welcome to ask your therapist about any aspect of your health care, including information in your record.

In some circumstances, Total Angles may not permit you access to your personal information, or may refuse to correct your personal information, in which case an explanation of refusal will be provided.

This privacy policy is effective from 1 March 2014.

Revised 24 August 2018