



PlayhouseOT  
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## **Client information Privacy Statement**

*PlayhouseOT is committed to protecting the privacy and rights of individuals with regards to their professional information. Focus is on the provision of a safe and secure environment. Information collected will only be collected for the purposes of the provision of necessary services, or when required by law. This Privacy Statement specifically refers to privacy issues that relate to the delivery of services to children, families and adults accessing counselling and/or parenting support.*

### **What information does PlayhouseOT collect and why it is collected:**

When a person is first referred to PlayhouseOT a record containing information about you and/or your child(ren) and/or family members is created. This includes information including names, address, phone number, date of birth, presenting concerns, goals for therapy and health details. Each time you connect for any type of service provision, E.g. in person, by telephone, via email or online, this information is added to your record.

Health and wellbeing information is collected to ensure that you and your child/family receive the best possible service and that the most up to date and relevant information is recorded.

Other de identified information may be collected for quality improvement purposes also. For instance, anonymous answers to surveys or information about access to the service may be collected.

### **How long your information is maintained:**

PlayhouseOT is legally required to keep client records for seven years after your last attendance (for adults) and for children until they reach 25 years of age. These records do remain property of PlayhouseOT, however, you may request access to copies- please refer to "How you can access your information" below.

### **How your information is protected at PlayhouseOT:**

PlayhouseOT maintains strict policies and systems ensuring that your personal information is protected. Information may be recorded in either electronic and/or hard copy form.

Information stored electronically is maintained in the computer system and is protected from misuse, loss and interference. Please be aware that the security of information transmitted to or from PlayhouseOT cannot be guaranteed via the Internet (e.g. email or online forms) prior to it reaching our systems or after it leaves our systems.

### **Who has access to your information:**

Your information will only be disclosed to other person's with your verbal/email permission and/or signing of a consent to do so. Your consent will be sought prior to sharing your personal information with any other

organisation or health care provider, unless required to provide that information by law (e.g. medical records required as evidence in Court, reportable health conditions) and/or concerns with regards to safety and those contained within limits of confidentiality outlined within consent for counselling and discussed.

**What are the limits to confidentiality?**

All personal information gathered during the provision of the service will remain confidential and secure except when you provide consent (or your legal authority provides consent) to do so, when there is a legal obligation to do so and/or if there is an immediate and specified risk of harm to an identifiable person or persons

When consulting with professional colleagues, such as in Supervision, ONLY when your identity is concealed and no information that would identify you is shared

**How you can access information:**

You have a right to request access to your personal information held by PlayhouseOT. You can also ask us to correct that information if you believe it to be inaccurate or out of date. You may request access to personal information we hold about you at any time by contacting the Business Owner and Counsellor, using the contact details below and providing proof of identity. Where information is held that you are entitled to access, a mutually convenient time will be arranged for you to access the information. A fee may be charged to cover administrative and other reasonable costs in providing the information to you.

There may be instances where we cannot grant access to the personal information held. For example, access may be denied if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that were to occur, written reasons for any denial would be provided.

**What to do if you have concerns about privacy:**

If you have concerns about the management of your personal information, please speak to Elizabeth McInnes, Business Owner of PlayhouseOT. Once your concern is received, the matter will be investigated in accordance with the Complaints and Feedback process. If you are not satisfied with the way your concern has been managed you may choose to lodge your complaint with an external complaints body:

**How to make contact if you have a question about the PlayhouseOT's Privacy Policy:**

If you have any questions about this Privacy Statement, any concerns or a complaint regarding the treatment of your privacy or a possible breach of your privacy, please use the contact link on the PlayhouseOT website : [playhouseot.com.au](http://playhouseot.com.au) or refer to the details below.

Your requests or complaints will be treated confidentially. Elizabeth McInnes will contact you within a reasonable time after receipt of your query to discuss your concerns and outline options regarding how they may be resolved. PlayhouseOT aims to ensure that any complaints are resolved in a timely and appropriate manner.

**Complaints Officer:**

Elizabeth McInnes  
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