

Privacy policy - Emerge Therapy Connections

Overview

Amanda Watts and Nicole Walmsley at Emerge Therapy Connections are required to comply with the Privacy Act 1988 and the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation.

This privacy policy covers all personal information we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected from people through our office, over the phone and over the internet.

Collecting information

When we collect personal information from an individual, we will ensure that we do so in a fair manner and that we let the individual know where and how to contact our organisation. We will only collect information that is necessary for one or more of our functions or activities.

We will advise individuals of the purpose for which their personal information is collected.

If we collect sensitive information (as defined under the Act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes, other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

Where an individual chooses not to provide requested information, we will advise that individual of what consequences this non-disclosure may have. For example, withholding certain information may limit our ability to provide relevant offers or services to individuals.

Consent

By engaging us via phone or email, completing a client consent form or presenting to our practice (face to face or tele-health) for services, you consent to us collecting, using and disclosing your personal information (including health information) for the purposes specified in this Privacy Policy.

Confidentiality and Disclosing information

We will only disclose personal information in accordance with the Privacy Act.

This means that personal information collected by us during your treatment will remain confidential and secure, except where:

1. Failure to disclose the information would place you or another person at serious and imminent risk;
2. There is an obligation to disclose information under the Children and Young Persons (Care and Protection) Act 1998 (NSW);
3. There is an obligation to disclose information due to a breach of ethical conduct by a registered Health Professional;
4. It is subpoenaed by court;
5. It is used in relation to defending Emerge Therapy Connections or its associations in legal proceedings or for obtaining advice in respect of any potential legal proceedings
6. De-identified information is discussed as part of clinical professional supervision
7. Your prior approval has been obtained to:
 - provide a written report to another professional or agency;
 - discuss material with another person
8. If disclosure is otherwise required or authorised by law;
9. Engagement of a Debt Collection Agency is required to recover outstanding debt;
10. Necessary for administration and billing purposes

Unauthorised disclosure or access

As Amanda Watts and Nicole Walmsley at Emerge Therapy Connections are committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

Opt- out

We will always provide individuals with a nil-cost way of contacting us to register a request to “opt -out” from receiving any product offers.

Access to personal information

Individuals will be able to access their personal information upon request. However, Amanda Watts and Nicole Walmsley at Emerge Therapy Connections may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

Security

Our goal is to protect the personal information collected by Amanda Watts and Nicole Walmsley at Emerge Therapy Connections and its associations. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

Data Quality

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

Privacy Inquiries

Privacy related inquiries or concerns can be directed to Amanda Watts and Nicole Walmsley at Emerge Therapy Connections.

Availability and review of Policy

We will make our privacy policy available upon request and will provide a link to this policy from our website.

This Privacy Policy forms part of the agreement between you and us (either in your capacity as a client or a third-party service provider). We may, from time to time, amend this Privacy Policy, in whole or in part, in our sole discretion. Any changes to this Privacy Policy will be effective immediately upon the posting of the revised Privacy Policy on our website. By continuing to use our service following any changes, you will be deemed to have agreed to such changes. If you do not agree with the terms of this Privacy Policy you must inform us immediately prior to any further receipt of our services.

Reviewed April 2023