

What Personal Information We Collect

We may collect the following types of personal and sensitive information:

- Personal Information: Name, address, phone number, email address, date of birth and emergency contact details.
- Health Information: Medical history, previous assessments reports, diagnostic information, treatment plans, session notes, referrals and information provided by other health practitioners.
- Administrative Information: Medicare details, private health insurance information, payment details and appointment history.
- Website Information: IP address, browser type, and usage data when interacting with our website.

How We Collect Your Information

We collect information:

- Directly from your child's legal guardian (in person, by phone, online, or through forms).
- From other health professionals, with your consent.
- When you use our website, social media or digital communications.

Why We Collect Your Information

We collect your information to:

- Provide speech pathology services tailored to your needs.
- Assess and manage your child's communications difficulties.
- Communicate with you and coordinate care with other health professionals (with your consent).
- Manage our administrative and billing processes.
- Fulfil legal and professional obligations.

Disclosure of Personal Information

We may disclose your personal information to:

- Educators at your child's daycare, preschool or school (with your consent)
- Healthcare providers involved in your treatment.
- Medicare, private health insurers or third-party payers (with your consent).
- Legal or regulatory bodies, where required by law.
- IT or administrative service providers under strict confidentiality agreements.

We will not disclose your personal information for marketing purposes without your consent.

Storage and Security of Your Information

We take reasonable steps to protect your personal information from misuse, loss and unauthorised access. This includes:

- Secure storage of physical records.
- Password-protected electronic systems.
- Encryption and secure networks for online data.

Access and Correction

You have the right to:

- Access your personal and health information.
- Request corrections to ensure your information is accurate, complete and up to date.

To make a request, please contact us using the details below. We may ask you to verify your identity.

Data Retention and Disposal

We retain personal and health information in accordance with legal and professional obligations. When information is no longer required, we securely destroy.

Overseas Disclosure

Your personal information will not be disclosed to overseas recipients without your consent unless required or authorised by law.

Complaints and Concerns

If you believe your privacy has been breached or you have a concern about how your information is handled, please contact us. We take all complaints seriously and will respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the:

Office of the Australian Information Commissioner (OAIC)

Website: www.oaic.gov.au

Phone: 1300 363 992

Contact Us

Chat-A-Box Speech Therapy PTY LTD

Email: chataboxsp@gmail.com

Phone: 0478 161 551

Policy Updates

We may update this Privacy Policy to reflect changes in the law or our practices. The latest version will be available on our website and in our practice.