

Little Rockets Children's Clinic

## Privacy Policy

**Effective Date:** 1st January 2024

Thank you for choosing Little Rockets Children's Clinic ("we," "us," or "our"). We are committed to protecting your privacy and maintaining the confidentiality of your personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in connection with our therapy services.

### Information We Collect:

1.1 Personal Information: We may collect personal information, including but not limited to, your name, contact information, date of birth, medical history, funding and insurance details. This information is collected to provide you with therapy services and ensure your safety and well-being.

1.2 Health Information: In the course of providing therapy services, we may collect health information, including details about your medical condition, treatment plans, treatment progress and details of and from your other medical/allied health practitioners. This information is crucial for designing effective therapy programs tailored to your needs.

1.3 Other Information: We may also collect non-personal information, such as demographic data, aggregate statistics, and website usage information, to improve our services and enhance your overall experience.

### How We Use Your Information:

2.1 Treatment Purposes: We use your personal and health information to provide you with therapy services, including assessments, interventions, and ongoing care. This may involve sharing relevant information with other healthcare professionals involved in your treatment.

2.2 Administrative Purposes: We may use your information for administrative purposes, such as appointment scheduling, billing, and record-keeping.

2.3 Communication: We may use your contact information to communicate with you about appointments, treatment plans, and other relevant information related to your therapy services.

### Information Sharing and Disclosure:

3.1 Third Parties: We may share your information with third-party service providers who assist us in delivering therapy services, such as billing, Practice Management Systems and IT support. These providers are bound by confidentiality agreements to protect your information.

3.2 Legal Requirements: We may disclose your information when required by law, such as responding to subpoenas, court orders, or legal proceedings.

### Data Security:

4.1 Safeguards: We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction.

4.2 Access Control: Access to your personal information is restricted to authorised personnel who need the information to perform their duties.

### Your Rights:

5.1 Access and Correction: You have the right to access and correct your personal information. If you believe that any information we hold is inaccurate, please contact us to update your records.

5.2 Consent Withdrawal: You may withdraw your consent for the collection, use, or disclosure of your personal information at any time. However, withdrawal may impact our ability to provide you with therapy services.

### Changes to this Privacy Policy:

We reserve the right to update this Privacy Policy periodically. Any changes will be effective upon posting the revised policy on our website.

### Contact Us:

If you have any questions or concerns regarding this Privacy Policy or the protection of your personal information, please contact us at PO Box 178, Warrandyte VIC 3113 or via email at [admin@littlerocketschildrensclinic.au](mailto:admin@littlerocketschildrensclinic.au).

By engaging with our therapy services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection, use, and disclosure of your information as outlined herein.

### Little Rockets Children's Clinic

**E:** [admin@littlerocketschildrensclinic.au](mailto:admin@littlerocketschildrensclinic.au)

**W:** littlerocketschildrensclinic.au

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