



Ipsarty Privacy Policy

CONTENTS

1. WHEN WILL IPSARTY COLLECT PERSONAL INFORMATION?.....	4
2. WHY DOES IPSARTY COLLECT PERSONAL INFORMATION?	4
3. ABOUT WHOM DOES IPSARTY COLLECT PERSONAL INFORMATION?.....	4
4. WHAT KINDS OF INFORMATION DOES IPSARTY COLLECT?.....	5
5. HOW DOES IPSARTY COLLECT PERSONAL INFORMATION?.....	5
6. WEBSITE COLLECTION.....	6
7. HOW MIGHT IPSARTY DISCLOSE PERSONAL INFORMATION?.....	6
8. SENSITIVE INFORMATION.....	7
9. MANAGEMENT OF PERSONAL INFORMATION.....	8
10. HOW DOES IPSARTY KEEP INFORMATION RELEVANT AND UP TO DATE?.....	8
11. UPDATES TO THIS POLICY.....	9
12. ENQUIRES.....	9
13. COMPLAINTS.....	9
14. WHO DO I SPEAK TO IF I HAVE A CONCERN ABOUT PRIVACY?.....	9

PRIVACY

Ipsarty is bound by the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Privacy Act).

Framed by the NPPs, the Ipsarty Privacy Policy outlines the obligations which Ipsarty has in managing the personal information it holds about its clients, potential clients, employees, suppliers, contractors and others. Any information provided, including identification of individuals, will be used only for the purpose/s intended and where the intention includes confidentiality, information will be treated as such unless otherwise required by law.

In summary, 'personal information' is information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is known, or can reasonably be determined from the information or opinion.

Sensitive information is also personal information, however special protection applies to this type of information. For example, sensitive information could include details about health, racial background, religious beliefs or any criminal record.

At Ipsarty, we take the privacy and personal information of the parents and children who visit us, our employees and our suppliers very seriously. We won't discuss clients' personal information to any individual, company or organisation outside of Ipsarty unless you've provided us with your written consent or we are legally obliged to under Court Order.

We'll never sell or trade your personal data to third party list brokers or direct marketing companies. We'll do our very best to ensure that your personal data is kept safe and secure for as long as your details are in our care. Once our relationship has been concluded, Ipsarty will destroy or de-identify personal information due to redundancy, after our legal obligations to retain the information have expired.

1. When will Ipsarty collect personal information?

Ipsarty will usually gather personal information about clients and families:

- When a parent, carer or individual books a client in for an assessment
- During the course of providing services
- When a child, parent or family uses the Ipsarty website (e.g. when they fill out an online form).

2. Why does Ipsarty collect personal information?

Ipsarty collects personal information in order to conduct its business, to provide and market its services and to meet its legal obligations. We won't use your personal data for any purpose that you have not agreed to, without first letting you know how and why we'd like to use your details. And, of course, we'll make sure that we have your verbal and/or written permission first.

5. About whom does Ipsarty collect personal information?

The type of information Ipsarty may collect and hold includes (but is not limited to) personal information about:

- Clients and potential clients
- Employees, prospective employees and contractors
- Business associates
- Suppliers and their employees

6. What kinds of personal information does Ipsarty collect?

In general, the type of personal information Ipsarty collects and holds includes (but is not limited to):

Clients names, marital status, occupation(s), child's/children's names and dates of birth, parent and child's home and postal address(es), parent's email address(es), mobile number(s), home telephone number(s), work number(s) and facsimile number(s).

- General practitioner and referring doctor
- Any information relating to Federal Government Healthcare Programs (i.e. NDIS)
- Transaction details associated with services we have provided to you
- Any additional information provided to us by you
- Any information you provided to us through client surveys

7. How does Ipsarty collect personal information?

Ipsarty will generally collect personal information with your agreement by way of telephone conversations, forms filled out either in hard copy or on-line, in face-to-face meetings, assessments, interviews and appointments.

In some circumstances Ipsarty may be provided with personal information about an individual from a third party – for example, a report provided by a medical professional or a referral from another professional.

10. Website collection

Ipsarty collects personal information from the web site www.ipsarty.com through receiving enquiries and emails. They also use third parties to analyse traffic at that web site, which may involve the use of cookies.

11. How might Ipsarty use and disclose your personal information?

Ipsarty may use and disclose your personal information for the primary purpose for which it is collected, for reasonably expected secondary purposes which are related to the primary purpose and in other circumstances authorised by the Privacy Act.

In general, Ipsarty uses and discloses your personal information for the following purposes:

- To conduct its business
- To communicate with you
- To provide treatment and care
- To assist your treating health professionals to provide treatment and care to you
- To assist us to provide you with information about your care, if required
- To assist with our internal administrative requirements
- To process Medicare, NDIS and private health fund claims
- To supply information to medical practitioners and other allied health professionals who provide necessary follow up treatment and ongoing care
- To comply with our legal obligations.

12. To whom might Ipsarty disclose your personal information?

Ipsarty may disclose your personal information to:

- Other members of the Ipsarty Team
- Legal practitioners
- Anyone else to whom you authorise us to disclose it as per the Privacy Permission Form

Auditors are bound by their own and/or Ipsarty confidentiality requirements. Volunteers and students on placement at Ipsarty are also bound by Ipsarty's confidentiality requirements.

Ipsarty will not send your personal information without:

- Obtaining your consent

If you believe that personal information that we hold about you is incorrect, incomplete or inaccurate, then you may request amendments. We will consider if the information requires amendment and if we do not agree, we will add a note to the personal information stating your disagreement with the information.

14. Sensitive information

Some personal information which Ipsarty collects is 'sensitive information'. Sensitive information includes: information relating to a person's racial or ethnic origin, political opinions, religion, trade union or other professional or sexual preferences and criminal record, is also personal information; and health information about an individual.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where certain other limited

circumstances apply (e.g., where required by law).

15. Management of personal information

Ipsarty is required to take reasonable steps to protect the security of personal information. Ipsarty personnel are required to respect the confidentiality of personal information and the privacy of individuals. As such, all staff sign a confidentiality agreement upon employment with any Ipsarty company or business.

Ipsarty takes reasonable steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, for example by use of physical security and restricted access to electronic records.

Where Ipsarty no longer requires your personal information for a permitted purpose under the NPPs, they will take reasonable steps to destroy it.

16. How does Ipsarty keep personal information accurate and up-to-date?

Ipsarty endeavours to ensure that the personal information we hold is accurate, complete and up-to-date. We encourage you to contact our admin team in order to update any personal information we have of the client.

Contact details are: admin@ipsarty.com

You have the ability to seek access to your personal information. Subject to the exceptions set out

in the Privacy Act, you may seek access to the personal information which Ipsarty holds about you by contacting Bianka at: admin@ipsarty.com

Ipsarty will require you to verify your identity and to specify what information you require.

17. Updates to this policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment.

18. Enquiries

If you have any questions about privacy-related issues please contact our admin assistant on 0484272139 or by email at admin@ipsarty.com

19. Complaints

If you prefer to make a complaint in writing, please ask for a 'Complaints Form' by emailing Bianka, the admin assistant at admin@ipsarty.com

19. Who do I speak to if I have a concern about Privacy?

If you have a concern or complaint about the privacy of personal information being held by Ipsarty, you should contact Bianka on 0484272139 or at admin@ipsarty.com. Within five working days of receiving your inquiry, she will:

- discuss your complaint with you
- discuss the resolution you require and the available remedies

- where appropriate, put in place an agreed solution that meets the requirements of National Privacy Principles
- provide written notice to you of the outcome.

20. Agreement signature

The parties mutually agree to the terms and conditions of this service agreement.

Participant/Representative:

Signature

Participant/Representative (Please specify)Name:..... (PRINT)