



Privacy Policy

At Abby Gander Speech Pathology, AGSP, we are committed to protecting the privacy and confidentiality of our clients' personal information. This Privacy Policy sets out how we collect, use, and disclose personal information in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and Speech Pathology Australia Code of Ethics 2010.

Collection of Personal Information

We may collect personal information from clients, guardians, or other authorized representatives for the purpose of providing speech pathology services. This personal information may include, but is not limited to, names, addresses, telephone numbers, email addresses, health information, and any other information necessary for the provision of speech pathology services.

We may collect personal information in a variety of ways, including:

- Through direct contact with clients, guardians, or other authorized representatives, such as during initial assessments, therapy sessions, or other interactions;
- Through third-party referrals, such as from doctors, psychologists, or other healthcare providers;
- Through our website, if clients choose to submit their personal information via an online form.

Use and Disclosure of Personal Information

We will use and disclose personal information for the primary purpose of providing speech pathology services to clients. This may include, but is not limited to, assessing clients' communication and swallowing abilities, providing therapy, communicating with other healthcare providers involved in a client's care, and maintaining accurate and complete client records.

We may also use and disclose personal information for secondary purposes related to the provision of speech pathology services, such as:

- For billing and payment purposes;
- For quality assurance, research, and statistical analysis purposes;
- For the purpose of meeting our legal and regulatory obligations.



We may disclose personal information to third parties in the following circumstances:

- With a client's consent;
- Where we are required or authorized by law to do so;
- Where there is a serious and imminent threat to a client's life, health, or safety, or that of another person;
- Where the disclosure is necessary to prevent or lessen a serious threat to public health or safety.

Storage and Security of Personal Information

We will take reasonable steps to protect the personal information we hold from misuse, interference, loss, unauthorized access, modification, or disclosure. This includes implementing appropriate physical, technical, and administrative security measures.

We will store personal information in both hard copy and electronic formats. Personal information will be securely destroyed or de-identified when it is no longer needed for the purposes for which it was collected, unless we are required by law to retain it.

Access to and Correction of Personal Information

Clients have the right to request access to the personal information we hold about them, subject to certain exceptions under the Privacy Act. Clients may also request that their personal information be corrected if they believe it is inaccurate, out of date, or incomplete.

Complaints If clients believe that we have breached their privacy rights, they may make a complaint to our Privacy Officer. We will investigate all complaints and respond to clients in writing within a reasonable time.

Contact Information If clients have any questions or concerns about this Privacy Policy, or wish to make a complaint, they can contact our Privacy Officer: Abby Gander via email at abby@agsp.com.au