

Enable Speech Pathology Services

Privacy Policy

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1. Purpose

Policy Focus	Privacy Act 1988 (Cth)
Key Principles	Australian Privacy Principles (APPs)
Business Commitment	Upholding privacy rights
Objective	Transparent data handling

2. What Information We Collect

Category	Information Types
Client Data	Personal Details, Medical History
Clinical Records	Assessment Results, Therapy Notes
Financial Data	Funding Information

3. How We Collect Information

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We collect information directly from you through our website, intake forms and conversations, or from referring professionals and family members with your consent. We prioritize direct collection whenever possible.





4. Why We Collect Your Information

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We collect and hold your information for marketing purposes, to provide speech pathology services, develop treatment plans, communicate with stakeholders, prepare reports, and manage administrative processes.

5. Disclosure of Information

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We will only share your information when you have provided consent, it is required for your care (e.g., with GPs or specialists), as required by law, or to prevent a serious threat to health or safety.

6. Storage and Security

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We take reasonable steps to protect your information from misuse or loss. It is stored electronically in secure systems or in locked hard copy cabinets, ensuring third-party service provider compliance.

7. Access and Correction

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You have the right to request access to your personal information or request correction of inaccurate or incomplete information. All requests should be submitted in writing.

8. Retention of Records

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We retain records in accordance with legal and professional requirements. For adult clients, records are generally kept for a minimum of 7 years from the date of last contact.





9. Consent

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By engaging our services, you consent to the collection, use, and disclosure of your information as outlined in this policy. You may withdraw your consent at any time.

10. Complaints

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If you have concerns about your privacy, contact us. If not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC).

11. Contact Details

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For any questions or to exercise your rights, contact us at lisa@enablespeechpathology.com.au, Ph: 0491601185 or visit www.enablespeechpathology.com.au.

12. Changes

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We may update this policy periodically. The latest version is always available on request or through our website.

