

Privacy Policy

1. Introduction

Therapy Lab (“we”, “us”, “our”) is committed to protecting the privacy, confidentiality and security of personal and health information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and applicable State and Commonwealth health privacy legislation.

This Privacy Policy explains how Therapy Lab collects, uses, discloses, stores and manages personal information, and outlines the rights of individuals in relation to that information. This policy applies to all clients, parents or guardians, carers, referrers, employees, contractors, students, and other individuals who interact with Therapy Lab.

2. Definitions

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Health information is a type of sensitive personal information and includes information about an individual’s physical, mental, psychological or developmental health, disability, and the provision of health services.

Unless stated otherwise, references to personal information in this policy include health information.

3. Collection of Personal Information

Therapy Lab collects personal information that is reasonably necessary to provide allied health services and to operate our business. The types of information we collect may include identification and contact details, health and clinical information, funding and billing information, administrative records, and limited technical information relating to website usage.

Examples of information we may collect include a person’s name, date of birth, address, contact details, emergency contact details, medical and developmental history, assessment results, therapy plans and progress notes, Medicare or NDIS details, private health insurance information, appointment records, correspondence with other professionals, and information submitted through online forms on www.therapylabgroup.com.

We do not collect information that is unnecessary or unrelated to the delivery of services.

4. How Personal Information Is Collected

Personal information is collected directly from individuals or their authorised representatives whenever possible. This may occur through intake and consent forms, referrals, phone calls, emails, website enquiry forms on www.therapylabgroup.com, assessments, therapy sessions, and other clinical interactions.

In some circumstances, information may also be collected from third parties such as GPs, specialists, schools, kindergartens, or other allied health providers, where consent has been provided or where permitted by law.

5. Purpose of Collection

Therapy Lab collects personal information for the primary purpose of providing safe, appropriate and high-quality allied health services. This includes conducting assessments, delivering therapy, developing and reviewing

intervention plans, monitoring progress, communicating with clients and families, coordinating care with other service providers, preparing reports, managing appointments and billing, and meeting legal, regulatory and professional obligations.

Personal information may also be used for internal quality improvement, service evaluation, staff training, and business administration. Information is not used for purposes unrelated to these activities without consent, unless required or authorised by law.

6. Use and Disclosure of Personal Information

Therapy Lab may use and disclose personal information to other health professionals involved in a person's care, educational settings such as schools or kindergartens (with consent), medical practitioners, funding bodies such as the NDIS or Medicare, private health insurers, plan managers, support coordinators, and service providers who assist with practice management, IT systems, or billing.

Personal information may also be disclosed to government agencies, regulators, or courts where required by law.

Therapy Lab does not sell, rent, or trade personal information.

7. Sensitive Information

Health information is classified as sensitive information. Therapy Lab only collects, uses and discloses sensitive information with consent, where required or authorised by law, or where necessary to prevent a serious threat to life, health, or safety.

8. Consent

By engaging with Therapy Lab services, individuals provide consent for the collection, use and disclosure of personal information in accordance with this policy.

Consent may be withdrawn in writing at any time. However, withdrawing consent may affect our ability to provide services.

9. Data Quality and Accuracy

Therapy Lab takes reasonable steps to ensure that personal information is accurate, complete and up to date. Individuals are encouraged to contact Therapy Lab if their details change or if they believe information we hold is incorrect.

10. Storage and Security of Personal Information

Therapy Lab takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure. Safeguards include secure electronic record systems, password-protected databases, role-based access controls, staff confidentiality obligations, locked storage for paper records, and secure cloud-based platforms.

11. Retention and Destruction of Records

Personal and health records are retained for the periods required by law and professional standards. When records are no longer required, they are securely destroyed or permanently de-identified.

12. Access to Personal Information

Individuals may request access to personal information held by Therapy Lab by making a written request. Therapy Lab will respond within a reasonable timeframe. Access may be refused in limited circumstances permitted by law.

13. Correction of Personal Information

Individuals may request correction of inaccurate, incomplete or outdated personal information. Therapy Lab will take reasonable steps to correct information where appropriate.

14. Direct Marketing

Therapy Lab does not use personal information for direct marketing without consent. Individuals may opt out of receiving communications at any time.

15. Complaints and Enquiries

Questions or complaints regarding privacy may be directed to:

Therapy Lab
Address: 13 Windsor Avenue, Mount Waverly VIC 3149
Email: info@therapylabgroup.com
Phone: (03) 9889 5988

If a matter cannot be resolved, individuals may lodge a complaint with the Office of the Australian Information Commissioner.

Policy Review

This Privacy Policy is reviewed periodically and updated as required. The most current version is available on request or via www.therapylabgroup.com.

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