



Information seeking policy

Primary Responsibility

All REAL THERAPY SOLUTIONS requires staff to be consistent and careful in the way they handle and transfer all personal data. This policy will be implemented consistently and applied across all areas of the business and at all sites where business activity occurs.

This policy will apply to all records, whether hard copy or electronic, containing personal information about individuals, and to interviews or discussions of a sensitive personal nature.

This policy conforms to the Federal Privacy Act (1988) and the National Privacy Principles which govern the collection, use and storage of personal information.

Objective

REAL THERAPY SOLUTIONS is committed to protecting and upholding the right to privacy of clients, staff and representatives of agencies with which we deal. In particular REAL THERAPY SOLUTIONS is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them.

Aim

The purpose of this Privacy Policy is to explain:

- the application of this Privacy Policy
- the kind of information REAL THERAPY SOLUTIONS may collect
- how REAL THERAPY SOLUTIONS may disclose that information
- the protection of personal information

Relevant Parties

This privacy policy applies to:

- All current and past members of REAL THERAPY SOLUTIONS whose personal information we have collected
- All individuals whose personal information is collected in relation to the products and services offered by REAL THERAPY SOLUTIONS
- All individuals whose personal information is collected by us in the course of our functions and activities such as service providers, contractors and prospective employees.

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Principles

REAL THERAPY SOLUTIONS will follow the guidelines of the National Privacy Principles in its information management practices. REAL THERAPY SOLUTIONS will ensure the following:

- That it meets its legal and ethical obligations as an employer and service provider in relation to protecting the privacy of clients and organisational personnel.
- That participants are provided with information about their rights regarding privacy and are advised of the types of information collected and contained within their files, the purpose for retaining such information, what the information will be used for, who will have access to the information and how information can be amended.
- That participants and employees are provided with privacy when they are being interviewed or discussing matters of a personal or sensitive nature.
- That all new employees, volunteers and student placements receive training relating to REAL THERAPY SOLUTIONS' Privacy and Confidentiality procedures during the orientation program.
- That all employees, volunteers and student placements sign a Privacy and Confidentiality Agreement upon commencement [Confidentiality Agreement.docx](#)
- That any personal information will not be sent overseas

Personal Information

REAL THERAPY SOLUTIONS may require the following personal information:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details

REAL THERAPY SOLUTIONS will not use or disclose personal information to any other persons or organisations for any other purpose unless:

- The client has consented;
- The use or disclosure is for a purpose directly related to providing the client with health care
- A staff member has told the client that personal information will be disclosed to other organisations or persons; or
- We are permitted or required to do so by law.

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Storage of information

REAL THERAPY SOLUTIONS collects personal information through a variety of different methods including:

- paper-based forms
- electronic forms (including online forms)
- face to face meetings
- telephone communications
- email communications
- communications by fax
- websites, social media and on-line platforms.

REAL THERAPY SOLUTIONS hold personal information in a range of paper-based and electronic records.

Storage of personal information (and the disposal of information when no longer required) is managed in accordance with the Australian Government records management regime, including the *Archives Act 1983*, Records Authorities and General Disposal Authorities. This ensures all personal information is held securely.

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