



Play & Bloom: Privacy Policy

Play & Bloom is committed to providing quality services to you. This policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We comply with all relevant legislation in relation to privacy, including the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act) and The Australian Health Practitioner Regulation Agency (Aphra) and the National Boards' Code of Conduct.

This privacy policy explains how Play & Bloom will collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aoic.gov.au.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Personal information that Play & Bloom holds about you may include:

- name, address, telephone and email contact details
- gender and date of birth
- information about your child's disability and support needs
- health and medical information
- things that are important to you, e.g., your likes and dislikes
- living arrangements and accommodation needs
- learning and educational needs
- details concerning your daily life and routine
- details concerning your social and community activities
- visual image, via photograph, videography or otherwise
- Medicare number and other identifiers used by Government agencies or other organisations to identify you
- financial information
- records of our interactions with you such as system notes and records of conversations you have had with our employees
- information about the services you are funded to receive, whether under the National Disability Insurance Scheme or other, and the current supports you are using
- information about the services we provide to you including details of the outcomes or goals we are working with you to achieve, and other plans relating to the services you have asked for and the way in which we will deliver those to you
- your billing details.



This Personal Information is obtained in many ways including interviews, correspondence, by telephone and facsimile, by email, via our website www.playandbloom.au and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, health or medical information. To provide our services or to respond to inquiries about our services, we may be required to collect and hold your sensitive information including health and medical information and information relating to your disability and/or support requirements where you have consented to provide such information. You can access the information and correct errors in it at any time.

The privacy and security of your health information is a key priority for us. Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- with your consent; or where required or authorised by law.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties, such as, allied health professionals, paediatricians or educators. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure
- where required or authorised by law
- people engaged by us or acting on our behalf in relation to our business, such as our service providers/suppliers, including Bodyline Health, web developers, web hosting partners. Suppliers are required to handle your personal information in accordance with this Privacy Policy



- Government and regulatory bodies, including the National Disability Insurance Agency, Medicare, the Department of Social Services, the Department of Health & Human Services, the Commonwealth Department of Human Services, and the Australian Taxation Office
- lawyers, auditors, banks and other advisors appointed by us or acting on our behalf

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

Play & Bloom will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is an important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.



Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

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