

Bayside Therapy Co Privacy Policy

Last updated: 04.12.2025

1. Introduction

Bayside Therapy Co is a small private practice located in Western Australia providing Occupational Therapy and Speech Pathology services. Bayside Therapy Co operates as a joint venture between two independent companies: Bayside Speech Pty Ltd and Bayside OT South West Pty Ltd. Each company delivers its own services and is solely responsible for its billing, service agreements, and clinical documentation under the shared business name. All participant-related matters—including invoices, reports, and service delivery—are managed by the company you engage with.

We are committed to protecting the privacy and confidentiality of your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

This Privacy Policy outlines how we collect, use, store, disclose, and manage your personal and health information.

2. What Information We Collect

We collect information necessary to provide safe, high-quality therapy services. This may include:

Personal Information

- Name, address, date of birth
- Contact details (phone, email)
- Emergency contact information
- Billing, insurance, NDIS participant details

Sensitive & Health Information

- Medical history
- Developmental information
- Assessments, reports, therapy notes
- Referral information from GPs, paediatricians, schools, or other providers
- Medicare, private health, or funding documentation

Website & Technology Information

When you interact with our website or booking systems, we may collect:

- IP address
- Browser type
- Cookies and analytics information

This is used only for basic site functionality and improvement.

3. How We Collect Information

We may collect information in the following ways:

- Directly from you (intake forms, emails, phone calls, in-person appointments)
 - From your parent/guardian or authorised representative
 - From medical or educational professionals when you have provided consent
 - Through referral letters, reports, or shared care arrangements
 - Through online forms, Splose, or other practice management systems
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4. Why We Collect Your Information

We collect your information to:

- Provide OT and/or Speech Pathology assessment and therapy
- Develop and implement treatment plans
- Communicate with you, families, schools, or health providers
- Manage bookings, billing, Medicare or NDIS claims
- Meet legal and regulatory requirements
- Improve our service quality and clinical processes

We will only collect information that is reasonably necessary for these purposes.

5. Use and Disclosure of Personal Information

We may disclose personal information only when necessary and with your consent. This may include disclosure to:

- GPs, paediatricians, psychologists, or other health professionals
- Teachers, education staff, or support coordinators
- Medicare, private health insurers, or NDIS for claims and audits
- Administrative staff assisting with bookings or accounts
- IT, practice management, or data storage providers (e.g., Splose)

We will not disclose your information to anyone outside Australia unless:

- you consent, and
- we are satisfied that the host country can protect your information.

We will never sell or share your information for marketing purposes.

6. Storage and Security of Information

We store all personal and clinical information securely using encrypted, password-protected systems.

Storage methods may include:

- Splose practice management software
- Secure email
- Encrypted cloud storage
- Password-protected devices

We take reasonable steps to protect your information from:

- Loss
- Misuse
- Unauthorised access
- Modification
- Disclosure

When information is no longer needed, it is securely archived or destroyed in accordance with legal requirements.

7. Access to and Correction of Your Information

You have the right to:

- Request access to your personal or health information
- Request corrections to your information
- Request copies of reports, summaries, or therapy information

Requests can be made in writing to:

admin@baysidetherapyco.com.au

We will respond within a reasonable timeframe as required by the APPs.

8. Anonymity

Where possible, we will allow you to deal with us anonymously or under a pseudonym. However, this is not usually practical when providing clinical services.

9. Mandatory Reporting & Legal Obligations

We may be required to disclose personal information without consent when:

- Required by law (e.g., court order, subpoena)
- There is a risk of harm to the client or others
- Making mandatory reports (e.g., child protection)

We will only disclose what is legally required.

10. Using Our Website

Our website may use:

- Basic analytics
- Cookies
- Online forms

This information is used only to improve site performance and user experience. Our website may contain external links—we are not responsible for their privacy practices.

11. Complaints About Privacy

If you have concerns about how your information is handled, please contact us:

Bayside Therapy Co (Bayside Speech Pty Ltd)

Email: admin@baysidetherapyco.com.au

Phone: 0429 378 332 or 0474 257 224

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

<https://www.oaic.gov.au/>

12. Updates to This Policy

This policy may be updated periodically to reflect changes in legislation or practice operations. The most current version will be available on our website or upon request.