**Privacy Policy for North Occupational Therapy**

Effective Date: 01/07/2023

At North OT, we value and respect the privacy of our clients and visitors to our website. This Privacy Policy outlines how we collect, use, disclose, and protect personal information in compliance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and other relevant privacy laws. By using our services or accessing our website, you agree to the practices described in this policy.

1. **Collection of Personal Information:**

1.1 Types of Information:

We may collect personal information including but not limited to:

* Name, date of birth, and contact details (address, email, phone number)
* Health and medical history
* Billing and payment information
* Appointment and scheduling information
* Correspondence and communication records

1.2 Collection Methods:

We collect personal information through various channels, including:

* Direct interactions: When you provide information to us in person, over the phone, via email, or through our website forms.
* Third-party sources: With your consent, we may collect information from other healthcare or service providers.
* Automatic data collection: We may collect certain information automatically when you visit our website, such as IP address, browser type, and device information.

1. **Use of Personal Information:**

We may use personal information for the following purposes:

* Providing occupational therapy services
* Scheduling appointments and managing bookings
* Billing and payment processing
* Communicating with you regarding appointments
* Responding to enquiries and providing customer support
* Complying with legal and regulatory requirements

1. **Disclosure of Personal Information:**

We may disclose personal information to third parties in the following circumstances:

* Healthcare professionals involved in your treatment and care
* Service providers for billing and claims processing
* Service providers who assist us in delivering our services (e.g., IT support, payment processors)
* Regulatory authorities or law enforcement agencies if required by law or to protect our legal rights
* With your explicit consent, to other healthcare providers or organisations involved in your care

1. **Data Security:**

We take reasonable steps to ensure the security of personal information, including safeguards against unauthorised access, disclosure, alteration, or destruction. This includes using secure technology, regularly updating our systems, and implementing strict access controls.

1. **Data Retention:**

We retain personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law. When personal information is no longer required, we will securely dispose of or de-identify it.

1. **Accessing and Updating Personal Information:**

You have the right to access, correct, or update your personal information held by us. If you wish to do so, please contact us using the details provided at the end of this policy. We will respond to your request in accordance with applicable privacy laws.

1. **Cookies and Tracking Technologies:**

Our website may use cookies and other tracking technologies to enhance your browsing experience. You can modify your browser settings to disable cookies, although this may affect certain website functionalities.

1. **Third-Party Websites:**

Our website may contain links to third-party websites. We do not have control over the privacy practices or content of these websites. We encourage you to review their respective privacy policies before providing any personal information.

1. **Updates to this Privacy Policy:**

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the revised version will be effective immediately upon posting.

1. **Contact Us:**

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us at:

North Occupational Therapy

Ph: 0493 791 672, Email: admin@northot.com.au

We strive to address and resolve privacy-related inquiries in a timely and appropriate manner.

By using our services or accessing our website, you acknowledge that you have read, understood, and agreed to the terms of this Privacy Policy. This Privacy Policy was last updated on 1/07/2023.