

The Privacy Policy outlines how Life Solutions OT collects, uses, discloses, and manages personal information in accordance with the relevant privacy laws and regulations, including the Privacy Act 1988, the Australian Privacy Principles (APPs) and the Privacy Amendment Act (2012).

1. Collection of Personal Information

Life Solutions OT acquires personal information through various means, including face-to-face interactions, phone calls, electronic communication (e.g., email), and referrals. Information is sourced from health professionals, funding bodies, and, if applicable, your guardian. This information is essential for delivering quality Occupational Therapy services.

Information collected includes (but is not limited to) name, date of birth, addresses, contact details, medical history and relevant health information, medications, social history, and relevant connections with other health and well-being service providers.

2. How We Use Your Information

Life Solutions OT uses personal information to deliver quality services, taking reasonable steps to safeguard against misuse and unauthorised access. Personal information is stored electronically in cloud-based software. Hard copy documents and photographs are scanned, converted, and then destroyed. Life Solutions OT retains personal information for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, and resolve any disputes. When information is no longer required, it will be securely destroyed or de-identified.

3. Information Sharing

We do not sell, trade, or otherwise transfer your personal information to third parties without your consent, except as described below:

- Service Providers: We may share your information with third-party service providers who assist us in providing services.
- Legal Compliance: We may disclose your information to comply with applicable laws, regulations, or legal processes.

4. Access to and Correction of Information About You

Upon request, Life Solutions OT provides access to the information held about you, allowing for correction or updates as necessary. Requests must be made in writing, and any refusal to provide access will be accompanied by reasons and exceptions under the National Privacy Principles.

5. Keeping Your Personal Information Up to Date

Life Solutions OT endeavours to maintain accurate, complete, and up-to-date personal information. If inaccuracies are identified, reasonable steps are taken to correct the information.

6. Security

We take reasonable measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

7. Resolving Your Concerns and Complaints

Privacy concerns and complaints are taken seriously. Written expressions of concern are addressed promptly. Contact details for submitting complaints are provided at the end of this policy. Alternatively, individuals may contact the Office of the Australian Information Commissioner (OAIC) for further assistance.

8. Changes to this Privacy Statement

This statement may be altered at our discretion to reflect business requirements, feedback, or changes in the law.

8. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The latest version will be posted on our website with the effective date.

9. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at lifesolutionsot@outlook.com. Thank you for choosing Life Solutions OT. Your privacy is important to us.

Email: lifesolutionsot@outlook.com

Mobile: 0406 367 454