



# PRIVACY POLICY

**Effective Date:** 11/04/2026

## 1. About This Policy

Grow to Flow OT provides occupational therapy services, including services funded under the National Disability Insurance Scheme (NDIS).

We are committed to protecting your privacy and managing your personal information in accordance with the **Privacy Act 1988** and the Australian Privacy Principles.

## 2. What Information We Collect

To provide safe and effective services, we collect:

### Personal Information

- Name, date of birth, address, contact details
- NDIS number and plan information
- Emergency contact details

### Sensitive Information (Health Information)

- Medical and developmental history
- Therapy assessments, reports, and session notes
- Goals, progress, and clinical observations
- Information from other providers (with consent)

## 3. How We Collect Information

We collect information:

- Directly from you or your parent/guardian
- During therapy sessions and assessments
- From other professionals involved in your care (with consent)
- From NDIS-related documentation



## **4. Why We Collect Your Information**

We collect and use your information to:

- Deliver occupational therapy services
- Develop therapy plans and reports
- Communicate with you and your support network
- Meet legal and NDIS requirements

We only collect information that is necessary for providing services.

## **5. How Your Information Is Stored**

We take reasonable steps to keep your information secure, including:

- Secure electronic record systems
- Password-protected files and devices
- Limiting access to authorised persons only

## **6. Sharing Your Information**

We may share your information:

- With your consent
- With other professionals involved in your care (e.g. teachers, support workers, doctors)
- With the NDIA, plan managers, or support coordinators where required
- When required by law

We will not share your information without your consent unless legally required to do so.

## **7. Your Rights**

You have the right to:

- Access your personal information
- Request corrections if information is inaccurate
- Withdraw consent for information sharing (where applicable)

Requests can be made using the contact details below.



## 8. Record Keeping

We retain records in accordance with legal and professional requirements. This is generally:

- 7 years from the last service, or
- Until age 25 for children

## 9. Privacy Concerns or Complaints

If you have concerns about your privacy, please contact us first so we can try to resolve the issue.

You can also contact the:

**Office of the Australian Information Commissioner**

NDIS participants may also contact the:

**NDIS Quality and Safeguards Commission**

## 10. Updates to This Policy

This policy may be updated from time to time. The current version will always be available on our website.

## 11. Contact Details

Grow to flow Occupational Therapy  
Email: [admin@growtoflowoccupationaltherapy.com](mailto:admin@growtoflowoccupationaltherapy.com)