



Policy Number

POL023

Outlook Matters

Privacy Policy

Outlook Matters is committed to the protection of personal privacy and have adopted a policy to protect information about individuals. This policy describes the information we collect and hold, how we use that information, how that information may be disclosed, the security of that information, how you can access and correct any such information and other relevant details concerning your privacy.

Collection of Personal Information

We may collect personal information about you at the time of referral and during your consultations with us. This information includes your name, property address, contact details, health history, treatment plan and a record of each visit. We may also keep any relevant copies of letters and/or reports (e.g., correspondence from your doctor) and recorded material (audio or visual). By law, we are required to always keep your records safe, in accordance with the *National Privacy Principles*. There are two ways that we can store your records: online (in a privately owned, encrypted system called *Halaxy* – www.halaxy.com), which meets Australian security-standards for information storage or in printed form, stored in a locked filing cabinet. If you decide to commence treatment with us, we will ask you how you would like us to store your records and you can change or cancel your consent at any time.

If you elect to pay any of our invoices on-line, then we may also collect information about you through our website. If you do not wish us to collect or retain personal information about you then we may not be able to provide our services to you.

- We may also collect and store information about your visit to our website including:
- the name of the domain from which you accessed the internet
- the date and time you accessed the website
- the internet address of the website from which you linked directly to our website
- the pages you accessed while visiting our website

The information does not in itself identify persons and is used to measure the number of visitors to the website and how it was navigated. This information assists us to make the website more useful to you and others.

How does Outlook Matters use personal information?

Outlook Matters collects and uses your personal information for diagnostic and treatment purposes and to ensure individualised care. Sometimes the law requires we maintain records for a certain amount of time after an event (such as a work health and safety incident) and we are committed to transparency and confidentiality in doing so.

Security of personal information

We take reasonable steps to ensure the security of all information we collect from risk of loss or unauthorised access, destruction, misuse, modification or disclosure of data.



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We will not disclose or pass on your personal information to third parties unless it is in accordance with this Privacy Policy by an authorised person or with your prior consent. Information may be provided to third parties:

- where any functions or services are being outsourced or you would reasonably expect us to disclose it to a third party for a particular purpose (for example, you have requested that we transfer your file to another treating practitioner).
- where disclosure is necessary to prevent injury to life or health, to investigate any suspected unlawful activity or where it may be required by law such as in a response to a warrant, subpoena, or other legal process.

Disclosure of personal information

If we have client consent, Outlook Matters may disclose personal information to third parties, agents or sub-contractors who are assisting to provide that client with services, as part of an interprofessional treatment approach.

If we disclose personal information to third parties, the third party is obliged to use that personal information in accordance with this Privacy Policy. Ordinarily, health information is only shared with other health professionals.

We do not generally disclose personal information to overseas recipients and will not do so before taking reasonable steps to ensure that an overseas recipient is compliant with Australian Privacy Principles.

Access and correction of personal information

You may request access to the personal information that we hold about you at any time. You can do this by emailing us at info@outlookmatters.com.au or by contacting our friendly Client Relationship Team directly on (03) 9457 4327. If any information we hold about you is out-of-date, incomplete, or inaccurate we will be happy to update it.

Cookies and links to other websites

We may use cookies on our website from time to time. Cookies are placed in your computer's browser to store your preferences. Whilst they do not, by themselves, tell us your e-mail address or other personally identifiable information once you choose to furnish the website with personally identifiable information, it may be linked to the data stored in the cookie.

Our website may contain links to other websites of interest. We do not have any control over those websites. We are not responsible for or liable for the protection and privacy of any information which you provide whilst visiting such websites, and such websites are not governed by this Privacy Policy.

Complaints

If you believe that Outlook Matters may have breached the Australian Privacy Principles and would like to make a complaint, please email us at info@outlookmatters.com.au with details of the breach or call our friendly Client Relationship Team directly on (03) 9457 4327. Outlook Matters will promptly investigate your complaint and respond to you in writing setting out the outcome of our investigation, what steps we propose to take to remedy the breach and any other action we will take.



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You can also make complaints with the Australian Health Complaints Commissioner in your applicable state or territory.

NDIS Participants making a complaint about privacy breach

NDIS Participants who engage with Outlook Matters services are specifically made aware of their right to provide feedback or make a complaint about privacy concerns or breaches.

All NDIS participants are provided with multiple ways to leave feedback or make a complaint, including verbal, written and anonymously.

NDIS Participants are included throughout the resolution process, starting with the ability to voice their concerns and desired outcomes to a complaint, and ending with their agreement that they are satisfied with any actions taken.

Information on how to access Disability Advocacy services and how to make a complaint to the NDIS Commission is readily available to all participants and their families and carers.

Policy Review

This policy is regularly reviewed by the OM Managing Director and Team Leader, with any necessary changes implemented by the Managing Director.