

## **PRIVACY POLICY**

This Privacy Policy sets out our commitment to protecting the privacy of personal information provided to us, or otherwise collected by us. In this Privacy Policy, we, us or our means Play Anything Music Therapy.

### **The purpose of collection**

Personal information is collected primarily to provide services to you. In this Privacy Policy, services means music therapy. In this Privacy Policy, you means the client or the client's parent/legal guardian if under the age of 18 years.

### **Personal information we collect**

When used in this policy, 'personal information' has the meaning given to that term in the Privacy Act 1988. We may collect the following types of personal information from you:

- Name
- Immediate family names (parent and/or guardian).
- Address and postcode.
- Email address
- Phone number
- Age and date of birth.
- Relevant medical and/or disability diagnoses.
- NDIS participant number and plan dates.
- NDIS Funding management details (NDIA/Plan-managed/Self-managed).
- Other Allied Health Professional services being accessed.
- Details of the services we have provided to you.

### **How we collect personal information**

Collection of your personal information can occur when you communicate with us directly (in person, by telephone, via email). If you access Disability Support Coordination, your coordinator

may provide us with some of this information by communicating with us directly (in person, via telephone or email).

### **Use of AI tools**

We use secure, third-party platforms and AI tools to assist with practice management, clinical documentation, and responding to enquiries. These include our practice management software and AI-assisted tools used to process and respond to website enquiries. Any personal information handled by these tools is managed securely, is not used for purposes beyond those described in this policy, and is subject to appropriate privacy safeguards. We take reasonable steps to ensure all third-party providers meet standards consistent with Australian privacy law.

### **How we treat personal information that is also sensitive information**

Sensitive information is a subset of personal information that is given a higher level of protection under the Australian Privacy Principles. Sensitive information means information relating to your racial or ethnic origin, political opinions, religion, trade union or other professional associations or memberships, philosophical beliefs, sexual orientation or practices, criminal records, health information or biometric information.

It is our policy to only collect your sensitive information where it is reasonably necessary for our functions or activities and you have consented to providing us with this information.

### **De-identified information**

We may use your personal information in de-identified form (de-identification being a process by which a collection of data or information is altered to remove or obscure personal identifiers and personal information) to assist us in running our business. We may also provide de-identified information in aggregated form, to third parties. When your personal information is included in de-identified, aggregated data, it is not possible to identify you or anything about you from that data.

### **Storage and security**

We are committed to ensuring that the personal information we collect is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the personal information and protect it from misuse, interference, loss and unauthorised access, modification and disclosure. We cannot guarantee the security of any information that is transmitted to or by us over the Internet. The transmission and exchange of information is carried out at your own risk. Although we take

measures to safeguard against unauthorised disclosures of information, we cannot assure you that the personal information we collect will not be disclosed in a manner that is inconsistent with this Privacy Policy.

If we are unable to collect your personal information, some or all of the following may occur:

- We may be unable to provide a service to you;
- We may be unable to communicate with you to provide information about services that you have enquired about with us;
- Your experience when interacting with us may be delayed or not as efficient as you may expect.

### **Disclosure of your personal information**

Your personal information may be disclosed in connection to:

- Students on placement with us (with your written consent);
- Your other allied health providers (with your verbal consent);
- In progress reports as per reporting requirements of your funding (e.g. NDIS);
- If required by law, to any person authorised by such law.
- Secure third-party AI tools used to assist in responding to enquiries and practice management, subject to appropriate privacy safeguards;

### **Your rights and controlling your personal information**

Please read this Privacy Policy carefully. By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with this Privacy Policy. You do not have to provide personal information to us, however, if you do not, it may affect the services offered.

### **Information from third parties**

If we receive personal information about you from a third party, we will protect it as set out in this Privacy Policy. If you are a third party providing personal information about somebody else, you represent and warrant that you have such person's consent to provide the personal information to us.

### **Restrict**

You may choose to restrict the collection or use of your personal information.

**Access**

You may request details of the personal information that we hold about you.

**Correction**

If you believe that any information we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please contact us. We will take reasonable steps to correct any information found to be inaccurate, incomplete, misleading or out of date.