



**EASY
READ**



PRIVACY POLICY

Full Privacy Statement

[CLICK HERE](#)

ABOUT THIS BOOK



This document is an Easy Read version of Arliam Allied Health's full Privacy Policy.

This book has some hard words.

The first time we write hard words:

- The words are in **blue**
- We will write what the hard word means



This document is about how we:

- Manage your **personal information**
- Respect your **privacy rights**

Personal information is anything that you tell Arliam Allied Health about yourself.

This includes your:

- Name
- Telephone number
- Address



Privacy is your right to keep personal information secret.

Rights are all things that you can get, have and do as a person.

YOUR RIGHTS



As an Arliam Allied Health client you have the right to know:



- Why we collect your personal information



- What personal information we keep about you and how to correct this information if it is wrong



- How we use that personal information

- Who we share that personal information with

ABOUT ARLIAM ALLIED HEALTH



Arliam Allied Health is the allied health practice of Alemacorp

We respect the privacy of all our customers and abide by [applicable legislation](#) regarding how we collect, use, manage and store your personal information.



[Applicable legislation](#) means laws that apply to a particular agreement or transaction.



As a collector of health information, Arliam Allied Health must follow the [Health Privacy Principles \(HPPs\)](#) and ensure that all team members follow the Information Privacy Principles (IPPs).



[Health Privacy Principles](#) mean rules to protect your personal health information, making sure it's only used for what you agreed to and kept safe.



[Information Privacy Principles](#) mean rules for how your personal information is collected, used, and protected by organisations. They ensure you have some control over your data.



When you sign your **service agreement** you say yes, we can work with you.

You also consent:

- For your referer to share your personal information with us
- For our staff to access and use your personal information
- For us to enter your personal information to **PracSuite**



A **service agreement** is a contract clearly outlining the services offered, cost, and responsibilities for both you and Arliam Allied Health.



PracSuite is a cloud-based practice management system created by Smartsoft Pty Ltd.

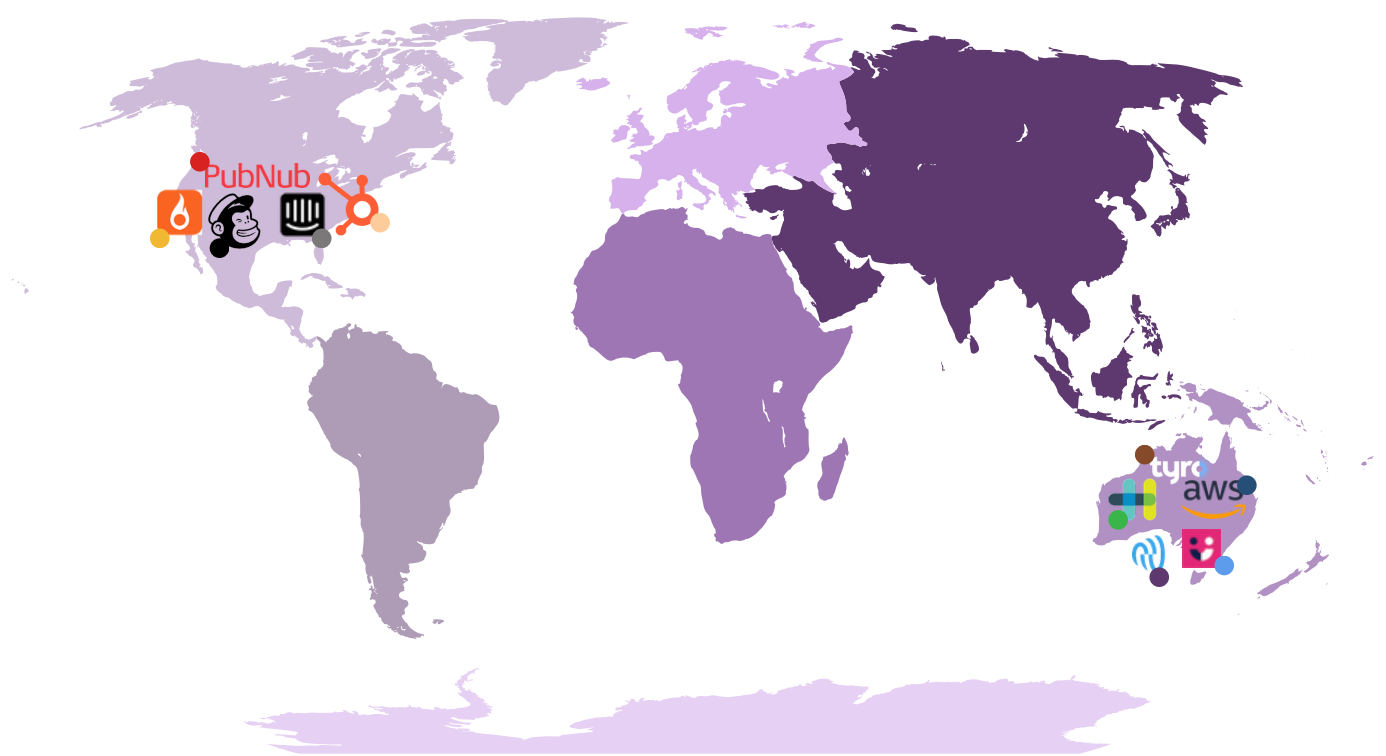


Personal Information uploaded to PracSuite may be disclosed to, stored to and used by other IT service providers in certain circumstances, for use, functionality and **system integrations** provided by PracSuite.



System integrations means linking different tools to work together to share information easily.

PRACSUITE THRID PARTIES



International

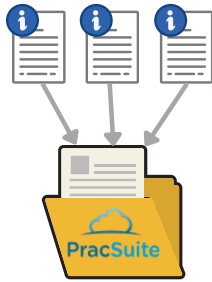


USA

- HubSpot - Email Marketing
- MailChimp - Email Marketing
- Intercom - Live Chat Support
- Pubnub - Push & Chat Messaging
- Sparkpost - Email Marketing

Australia

- Health Engine - Online Booking
- My Health 1st - Online Booking
- Tyro Health - Payments & claims
- AWS - Cloud Hosting
- Message Media - SMS Aggregator



Information about how PracSuite handles your personal information can be found in PracSuite's Privacy Policy at <https://pracsuite.com/privacy>.



Information about how the other third parties listed above handle your personal information can be found in their respective privacy policies on their websites.



If you provide consent then we may share your information with overseas parties and will follow [Australian Privacy Principles \(APPs\)](#) and other privacy laws.



[Australian Privacy Principles \(APPs\)](#) are Australia's rules for businesses handling your personal information.



This means that if the overseas recipients handle your personal information in breach of the APPs, we won't be accountable under the Privacy Act and you will not be able to seek **redress** under the Privacy Act.

Redress means the setting right of what is wrong.

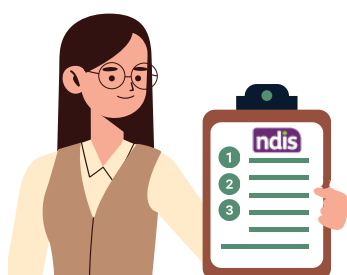
WHAT INFORMATION WE COLLECT



We will only collect personal information we need to provide you with our healthcare services.

This may include personal information such as your:

- Name and contact details
- Health status
- Medical conditions
- NDIS information



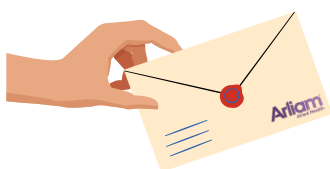
HOW WE GET YOUR PERSONAL INFORMATION



- In person from you or your supports



- By telephone



- By mail



- By email and our website

WHY WE COLLECT PERSONAL INFORMATION

We collect and use your personal information to:



- Provide services that meet your needs



- Improve our services



- Keep you safe



- Work with other [service providers](#) to best support you

[Service providers](#) are the people you use to help you.



- Meet [Arliam Allied Health's obligations](#) to government authorities



[Arliam Allied Health's obligations](#) are the things that we must legally do.

In some cases we may collect your personal information from other sources when it is not **practical** or **reasonable** to collect it from you:



- Your next of kin



- Government departments



- Your support coordinators or workers



- Your school



- Medical providers
(E.g. Doctors, GPs)



- Publicly available sources
(E.g. Research study)

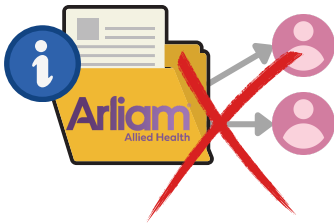
Practical means doing something that works in reality.

Reasonable means doing something that makes sense and is fair.



If you do not want to share your personal information we will listen to your request.

If you do not give us your personal information this may stop us from being able to:



- Provide services to you
- Tell you about important Arliam Allied Health updates
- Respond to your inquiry or request quickly



We may contact you by:

- Mail
- Telephone
- Text message
- Email



You can ask to stop Arliam Allied Health communications at any time by contacting us.

SHARING YOUR PERSONAL INFORMATION



We may share some of your personal information with:



- Third parties such as service providers, for example payment verification services



- National Disability Insurance Agency (NDIA)



- Department of Families, Fairness and Housing (DFFH)



- Department of Health and Human Services (DHHS)



- Other places as requested for legal and safety reasons including the police

SECURITY

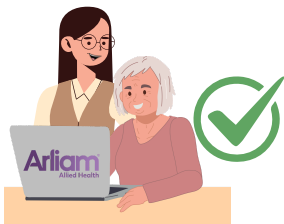


Your personal information is protected by Australian law.



We will make sure that your personal information is kept private.

When information is private it is not shared with anyone that should not be able to see it.



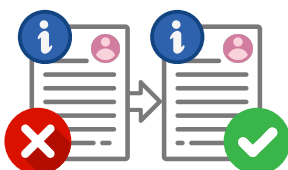
Only Arliam Allied Health team members and people we allow will see your personal information.



We will only keep your information for as long as we need it and no longer than is legally required.



If you wish to have your personal information deleted you may make a request in writing.



If the personal information we have is wrong you can ask us to fix this.



If there is a **data breach** we will:



- Not share any more information

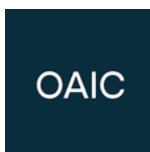


- Find out what went wrong



A **data breach** means your information has been shared with people who were not meant to see it.

If the data breach is serious Arliam Allied Health is required to:



- Contact the Australian Information Commissioner



- Make changes so the same thing does not happen again

CONTACTING ARLIAM ALLIED HEALTH



The Arliam Allied Health Privacy Officer can help you with any privacy questions or problems

You can contact the Arliam Allied Health privacy officer by:



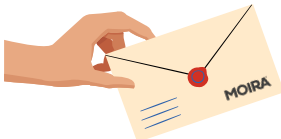
Telephone:

- (03) 8552 2286



Email:

- hello@arliam.org.au



Mail:

- Arliam Allied Health Privacy Officer
Level 3/42 Lakeview Drive,
Scoresby, VIC 3179

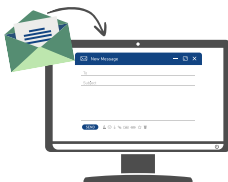


If you are not happy with the response you can also contact the Australian Information Commissioner.



Telephone:

- 1300 363 992



Email:

- enquiries@aoic.gov.au

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Allied Health on 03 8552 2286 or visit our website

www.arliam.org.au

Arliam Allied Health may update this Privacy Policy at any time. Any changes will be published on our website

here: <https://www.arliam/information/privacy-information>