



Look Who's Talking

Date of last amendment : 11/04/2021

Privacy policy

To ensure that Look Who's Talking protects clients and employees private information. Look Who's Talking is committed to the transparent management of personal and health information about its clients and staff. This commitment includes protecting the privacy of personal information, in accordance with the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cwlth)* amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cwlth)*.

This policy and procedure applies to current and potential clients, their carers and family members.

Customers

Look Who's Talking respects the privacy of information obtained from our clients and we adhere to Australia's privacy legislation when dealing with customer information (The Privacy Act 1988). The information collected may include contact details. This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without the client's written authority. All client information is stored on Look Who's Talking Practice Management Software, PowerDiary.

Where activities are outsourced by Look Who's Talking, these companies are contractually bound to the same privacy levels we commit to our clients. Clients may request access to or modify their information on Look Who's Talking's database.

Employees

Look Who's Talking respects the privacy of your personal information and our commitment to you is demonstrated by utilising the same principles required by Australia's privacy legislation for dealing with customer information (The National Privacy Act 2001) in the way we deal with your private information. This information is strictly confidential and will only be used for the purpose for which it was collected and no other purpose without your written authority.

We will collect from you information including personal details, banking information, emergency contact details, and other information relating to your employment with us. We will also keep records of information obtained in the course of your employment, for example payroll records and appraisals.

This information is strictly confidential and is only available to those authorised to have access, such as your manager, other senior staff and those required to perform the administration activities. We undertake that the information we receive will be kept confidential and will not be passed on to another party without your express permission or unless we are required to by law.

Where activities are outsourced by Look Who's Talking these companies are contractually bound to the same privacy levels we commit to you.

You may request access at any time to the information we hold about you and you may check its accuracy and request modifications.

Discipline under this policy:

Management of Look Who's Talking has the responsibility of overseeing this policy. Supervisors and managers will ensure employees are compliant with all areas of this policy, including any disciplinary action resulting from non-compliance.