

Privacy Information Sheet

How does Early Start Australia Pty Ltd (ESA) handle your personal information? If you are a client of ESA, these frequently asked questions may help you to better understand how ESA handles your personal information.

Information – includes personal, sensitive and health information.

1. What sort of Information does ESA collect about me?

The Information that ESA may collect about you includes:

- your name, date of birth, gender, address, email address and telephone numbers;
- emergency contact information;
- Commonwealth government identifiers such as your National Disability Insurance Scheme reference number and your Medicare number;
- responses to assessment questionnaires and other assessment outcomes;
- bank account details and credit card details;
- information about your disability, health condition and medical history;
- other sensitive information such as your racial or ethnic origin; and
- with your consent, photos and video footage of your treatment with us.

2. How does ESA collect my Information?

ESA typically collects your Information directly from you. However, we may also collect your Information from:

- your parent, guardian or carer (where applicable);
- your family members;
- your treating healthcare professionals;
- your teachers (where applicable);
- any organisation that may be funding the provision of our services to you such as the National Disability Insurance Agency (if you receive NDIS funding), your employer or your education provider; and/or
- other people you receive services from.

3. For what purposes will ESA use my Information?

ESA collects and uses your Information to provide you with our services (such as speech and language pathology, occupational therapy, physiotherapy and psychology). This includes:

- to develop therapy programs / services to support the achievement of your or your child's goals;
- to invoice and process any fees payable in relation to the services rendered;
- to manage our relationship with you and to contact you for follow up purposes;
- with your consent, to provide you with information about our services including our news updates and information about events;
- with your consent, for National Disability Insurance Scheme (NDIS) auditing purposes;
- with your consent, to present at conferences and market our services;
- to train and clinically supervise personnel;
- to verify and update Information held by us;
- to review, develop and improve our services, as well as our business, operational and IT processes and systems;
- to resolve any complaints and issues; and
- to comply with our legal or regulatory obligations.

4. Does ESA disclose my Information to third parties?

ESA will only disclose your Information to persons or organisations so that ESA can provide you with our services. For example, ESA may disclose your Information to:

- third party suppliers such as cloud computing technology and data storage service providers, legal services providers, insurance brokers, providers of assessment tools, security service providers and financial service providers;
- any organisation that is funding our services to you such as government organisations (including the National Disability Insurance Agency), your employer and/or your education provider;
- healthcare professionals we engage to assist us to provide our services; and
- clinical supervisors of our personnel.

In some situations, we may also have to disclose your Information to satisfy legal/regulatory obligations (for example, if you are involved in an incident which is a "reportable incident" under the NDIS rules or we are required to disclose your Information to a child protection agency).

ESA will only disclose your Information to other healthcare providers with your consent (for example, to your referring and/or treating healthcare providers).

ESA will also only disclose your Information to your family members and/or carer with your consent.

5. Will ESA disclose my Information overseas?

ESA may use certain assessment tools which are provided by companies in the USA. Where such tools are used, ESA may disclose your Information to such companies in the USA.

ESA otherwise stores your Information in Australia.

6. Will ESA provide my Information to my family?

ESA will only disclose your Information to your family members and/or carer with your consent.

7. Will ESA provide my Information to the organisation funding my services provided by ESA?

If a third party is funding our services to you (for example, a government agency such as the National Disability Insurance Agency, your school or your employer), we will provide that third party with confirmation of the services we have provided so they can reconcile charges made by us for providing the services.

Beyond that, ESA will only ever provide your Information to the organisation funding your services with your consent.

8. How does ESA store my Information?

ESA has put in place safeguards to protect the Information we hold about you from misuse, loss and unauthorised access, modification or disclosure.

ESA stores all of your Information in Australia.

9. What happens if I don't give my Information to ESA?

If you do not provide Information requested of you to ESA, we may be unable to provide the services



you request.

10. I don't want to receive news updates or event information from ESA. What do I do?

You may opt-out of receiving marketing information from us at any time by unsubscribing from any of our emails or by writing to us at feedback@earlystartaustralia.com.au or PO Box 3265 Broadway Nedlands WA 6009.

11. Can I access or correct my Information held by ESA?

ESA will allow you to access and correct Information we hold about you as required by law. Please send your request in writing to ESA's Privacy Officer at feedback@earlystartaustralia.com.au or PO Box 3265 Broadway Nedlands WA 6009.

ESA will generally provide you with access to your Information if practicable, and will take reasonable steps to amend any Information about you which is inaccurate or out of date.

In some circumstances, ESA may not permit access to your Information, or may refuse to correct your Information, in which case we will provide you with reasons for this decision.

12. How do I submit a privacy complaint to ESA?

If you have any concerns or complaints about the manner in which your Information has been collected or handled by ESA, please submit your concern in writing to ESA's Privacy Officer at feedback@earlystartaustralia.com.au or PO Box 3265 Broadway Nedlands WA 6009.

