

PRIVACY POLICY



Practice: Rosella Care Therapy

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Location: Newcastle and Hunter Valley Region, NSW, Australia

Date Created: 2 March 2026

Last Updated: 19 March 2026

1. Introduction and Purpose

Rosella Care Therapy (“we”, “our”, “us”) is committed to protecting the **privacy, confidentiality, and security** of personal and health information collected from Clients (“you”, “your”).

This Privacy Policy (“Policy”) sets out how we collect, use, store, disclose, and manage personal, health, and financial information in accordance with:

- *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*
- *Health Records and Information Privacy Act 2002 (NSW)*
- NDIS Practice Standards (where services are provided to NDIS participants)
- Other applicable Commonwealth and State legislation.

This Policy is governed by the laws of the **Commonwealth of Australia and the State of New South Wales**.

By engaging our services, you acknowledge that you have been provided access to this Policy and understand how your information will be handled.

2. Definitions

For the purposes of this Policy:

Client – any individual receiving therapeutic or related services from Rosella Care Therapy.

Health Information – information about an individual’s physical, mental, or psychological health, including medical history, assessments, and clinical notes.

Personal Information – information that identifies you, including (not limiting) contact details, date of birth, and emergency contacts.

Sensitive Information – includes Health Information and any other information classified as sensitive under the *Privacy Act 1988 (Cth)*.

NDIS Participant – a Client receiving services funded under the *National Disability Insurance Scheme*.

Telehealth – therapy delivered through online video or telephone platforms.

3. Collection of information

We collect personal, health, and financial information **only where reasonably necessary** to provide safe and effective therapeutic services and meet our legal obligations.

3.1 What information is collected

Personal information may include:

- Full name, date of birth, residential address
- Email address, phone number, emergency contacts
- Parent or guardian details (for minors)

Health information may include:

- Mental and physical health history
- Assessment results, clinical notes, referral information
- Information disclosed during consultations

Financial information may include:

- Credit/debit card or bank account details (for EFT/direct debit)
- Billing address

Additional NDIS information (where applicable):

- NDIS participant number, plan dates, support category details
- Plan manager or support coordinator details (if consented)
- Functional capacity information, therapeutic goals, progress reports

3.2 How information is collected

Information may be collected:

- Directly from you via forms, email, phone, or in-person consultation(s)
- From secure telehealth or booking platforms
- From third-party providers (GPs, support coordinators, plan managers) where authorised

At or before collection, we will take reasonable steps to inform you of:

- The purpose of collection
- Consequences of not providing information
- Any usual disclosures

4. Use of information

We use your information for purposes directly related to the provision of therapeutic services, including:

- Assessments, treatment planning, and ongoing care
- Communication regarding appointments and services
- Maintaining clinical and administrative records
- Processing payments and billing
- Meeting legal, ethical, taxation, and regulatory obligations
- NDIS reporting and invoicing (where applicable)

We **do not use personal or health information for marketing purposes** without your express consent.

Information will not be used for secondary purposes unless required or authorised by law.

5. Confidentiality

All information collected is treated as confidential.

Confidentiality may be limited where disclosure is required by law or necessary to prevent harm, including:

- Serious threat to life, health, or safety of any individual or public safety
- Mandatory reporting under child protection or other legislation
- Subpoenas, court orders, or regulatory investigation
- Other legal obligations

Where possible, Clients will be informed before such disclosure.

6. Disclosure of information

We only disclose information **with consent or as required/authorised by law**.

With Consent:

- To your GP or referring professional
- To plan managers, support coordinators, or other allied health providers

Without Consent (where permitted by law):

- To prevent or reduce serious threats to health or safety
- For mandatory reporting obligations
- In response to lawful subpoenas or court orders
- For regulatory or investigatory purposes

Disclosures are limited to the **minimum information reasonably necessary**.

7. Overseas Disclosure

We do not routinely disclose information overseas.

Some third-party providers (for practice management, telehealth, payment processing, or secure storage) may **store or back up data on servers located outside Australia**, including the **United States and Ireland**.

Where data is stored overseas, we take reasonable steps to ensure appropriate safeguards, including:

- Encryption, secure transmission, access controls
- Contractual obligations on third-party providers
- Compliance with Australian Privacy Principles

We remain accountable under the *Privacy Act 1988 (Cth)* for the protection of personal information held by overseas providers.

8. Storage and Security

We take reasonable steps to protect information against misuse, interference, loss, unauthorised access, modification, or disclosure.

Information may be stored:

- On secure, password-protected practice management systems
- On encrypted servers maintained by reputable third-party providers
- Within secure telehealth platforms
- On password-protected devices in locked, access-controlled premises
- In locked filing cabinets (for paper records)

Access is restricted to authorised personnel only.

9. Data Retention

In accordance with *Health Records and Information Privacy Act 2002 (NSW)*:

- Adult records are retained minimum 7 years from last service
- Records for minors are retained until age 25

Records are securely destroyed or permanently de-identified after the retention period.

10. Access and Correction

Clients may request access to their information **at any time**, by contacting us in writing.

We will:

- Respond within a reasonable timeframe (generally within 30 days)
- Provide access unless a lawful exception applies
- Charge a reasonable administrative fee if permitted by law

Clients may request correction of inaccurate or incomplete information at any time.

11. Data Breach Procedures

We maintain procedures to identify, assess, and respond to suspected data breaches. In the event of an eligible data breach likely to cause serious harm, we will:

- Notify affected individuals as soon as practicable
- Provide information about the breach and recommended protective steps
- Notify the Office of the *Australian Information Commissioner* as required by law

12. Complaints

If you believe your privacy has been breached, contact us using the details below at **section 15**.

We will:

- Acknowledge your complaint promptly
- Investigate the matter thoroughly
- Provide a written response within a reasonable timeframe (generally within 30 days)

If dissatisfied, you may escalate to:

- *Office of the Australian Information Commissioner*
- *NSW Information and Privacy Commission*

13. Changes to this Policy

We may update this Policy to reflect changes in legislation or operational requirements.

The current version will always be available on our website.

By engaging our Services, you acknowledge that you have access to this Policy.

14. Governing Law

This Policy is governed by the laws of the **Commonwealth of Australia and the State of New South Wales**.

15. Contact Details

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