



Bilby Shoes P/L

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Privacy Policy

Policy Purpose

- Identify what information will be recorded and how
- Outline how long data will be retained and for what purpose
- Describe who the data will be shared with
- How the data will be disposed
- Describe data breach procedure
- How clients and workers can access their information

Consent

Bilby Shoes will keep the client's personal details on record for the next 7 years from the last service or product provided. Consent must first be provided by the client or the client's representative before you record, use, retain or share their data, consent may be verbal or written. In the case of NDIS participants, a written service agreement must be signed by both Bilby Shoes and the participant or their representative.

Client information is not to be collected, used, retained or shared if consent is not provided.

Personal information held

Personal and health information must only be recorded and retained for the purpose of support delivery, assistance in support delivery and our commitments to the NDIS Quality and Safety Commission. Personal use of data is not permitted by any worker or key personnel at Bilby Shoes.

The personal information that Bilby Shoes will record and retain will include a person's name, NDIS number, contact details including participant address, date of birth, audio visual data, signature, relevant NDIS plan details, functional assessment details and details about participant health and disability.

Information may be exchanged through the following methods:

Telephone, electronic forms, email or verbal face-to-face communication.

Information Storage

This information will be stored in both electronic (includes storage on PC and backed up on both external hard drive and cloud based software) and physical form at our facility for 7 years from the last service or product provided. Hard copy files are kept in a lockable filing cabinet in our premises and are only to be accessed when required for authorised purpose. Electronic files are password protected. Accessing client data is only authorised for the purpose of service delivery.

Client data access is permitted when access is in relation to providing service/product delivery or purposes outside of service delivery where the participant or participant's representative has provided written consent.

The reason we keep NDIS participant's personal information on record for 7 years is due to our obligations to NDIS, the NDIS Quality and Safeguards Commission and the Privacy Act 1988 that require us to maintain accurate records regarding NDIS participants. We also require this information to submit relevant quotes and reports in order for you to receive your supports and to contact NDIA on your behalf.

Information Sharing

If the participant consents, NDIS participant's information will be shared by Bilby Shoes among individuals such as the participant's health professionals (unless you express you would not like other health professionals to be involved in the sharing of your information), the participant's support coordinators, the participant's case manager, the participant's house supervisor, other relevant support workers, your nominated plan management agency, Bilby Shoes administration personnel, NDIS staff members and NDIS Quality and Safeguards Commission staff members. If there is a certain individual, group of individuals, company, etc that you would not like us to share your information with, please inform us so that we do not share information with the individual's individuals. Unfortunately, we must provide your details to NDIA and the NDIS Quality and Safeguards Commission (if required) therefore other arrangements will need to be made if you do not wish for these groups to receive your personal health information.

The reason we keep NDIS participant's personal information on record is due to our obligations to NDIS and the NDIS Quality and Safeguards Commission that require us to maintain accurate records regarding NDIS participants. We also require this information to submit relevant quotes and reports in order for you to receive your supports and to contact NDIA on your behalf.

NDIS participant's or their representatives can correct their information by emailing us, calling us or filling out a feedback form. Participants can also use these methods to withdraw or amend your prior consent but, please understand if required or authorised by law that your information could be disclosed without the participant or their representative's consent.

Hard copy records will be kept in lockable storage at the Bilby Shoes premises. Hard copy documents are not to be left in public areas, on work benches or anywhere they may be visible or accessible to unauthorised people.

Disposal

Records are only to be destroyed when the appropriate standards are met:

Records are to be destroyed after 7 years of retention, unless supports for the participant are continuing to occur and the participant consents to extend the period of data retention.

How disposal occurs:

- Hard copy records must be disposed of through shredding.
- Electronic records must be deleted from the computer hard drive.
- If an electronic device is to be recycled or disposed of, the hard drive must first be removed and destroyed, this must be documented.
- The name of the person who destroyed the hard drive will be recorded along with the date, time and reason for destruction. The only authorised individuals are David Sutton, Luke Sutton, Michael Sutton and Rebekah Sutton.

Data Breach

An eligible data breach is an unauthorised access, disclosure or loss of personal information by Bilby Shoes resulting in serious harm to our patients. Data breaches occur from time to time in any office environment. Typically, this will occur through the loss of an electronic storage device or paper records containing personal information.

Other examples of common breaches include:

- employees accessing personal information outside the scope of their employment
- paper records stolen from insecure garbage or recycling bins
- when sending a patient's personal details and/or health information to the wrong recipient
- a practice being deceived into improperly releasing the personal information of another person
- accidental or inadvertent disclosure.

If Bilby Shoes believes an eligible breach occurred resulting in serious harm to patients, the mandatory notification law requires us to:

- prepare as soon as practicable a statement for the OAIC detailing the breach
- subsequently notify each affected patient of the content of that statement (if not practical, Bilby Shoes must publish a copy of the statement on its website).
- Luke Sutton will provide the notification of the breach

Accessing your information

If you would like to access your hard copy file, please get in contact with Bilby Shoes. We can book you in for an appointment so that you can access your hard copy file in order to request amendments, making notes or make corrections.

We do not provide access to electronic records however; you are welcome to request corrections and amendments and, we can print out your electronic records and provide you with hard copy version.

Clients

Certain records or parts of records can be amended or disposed of if the participant or participant's representative state that they would like to withdraw their consent. Please note, under our agreement with NDIA and the NDIS Quality and Safeguards Commission we must provide them with your personal information that pertains to supports delivered under NDIS.

Workers

Workers are welcome to request access to the information recorded by Bilby Shoes and they may request to have it amended and disposed of. However, please note that your data cannot be disposed of for at least 7 years after your employment has ended with Bilby Shoes. Please also, note that your, hours of work, leave, superannuation, wage information, tax (PAYG) information and employment or OH and S contract cannot be disposed of in case of civil or criminal litigation. After the 7 year threshold this data will only be accessed for the purposes relating to civil or criminal litigation.

Telephone

Personal information should not be provided over the phone unless the caller has legitimate grounds to access the information and their identity can be confirmed.

Personal information should not be left on voicemail. The caller and clinician's name and contact number may be provided on voicemail.

Use of client information outside support provision

The anonymity of patients should be maintained during case presentations, demonstrations, advertisement, research activities and at seminars and conferences. Where possible, fictitious data should be used. De-identification of photos, slides and other visual aids must occur where possible. When identification of individuals is necessary, the consent of the patient must be obtained. Identifiable and potentially identifiable information can be used in limited circumstances for training purposes, including those involving clinical placements, with consent from the participant or the participant's representative on their behalf.

Policy Review

This policy will be reviewed and updated every 2 years, or more frequently if appropriate. Any staff member, client, representative, carer, etc is welcome to provide feedback and complaint regarding privacy policy. Please see details to lodge a complaint below. Last reviewed 25/01/2024.

Complaints and feedback

You can make a complaint or provide feedback pertaining to our privacy policy or practices using any of the following methods:

Emailing your complaint to bilbyshoes@live.com.au

Calling 9465 0880 (ask to speak to David Sutton)

Using the complaint form on our website: www.bilbyshoes.com.au

Faxing us via 9465 0660

Australian Podiatrists Registration Board

If you would not like to lodge a privacy complaint to us directly or you are unhappy with the way we handled your privacy complaint, you can make a complaint to the Podiatrists regulation board by:

- Filling out a form online:
https://www.aprb.org.au/content.aspx?page_id=4&club_id=865769
- Official Address: PO Box 392 Wembley, WA 6913 Australia
- Phone Number: 1300 540 268
- Fax Number: 08 9383 7375

NDIS Quality and Safeguards Commission

If you would not like to lodge a privacy complaint to us directly or you are unhappy with the way we handled your privacy complaint, you can make a complaint to the NDIS Quality and Safeguards Commission by:

- Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Or you can go to their website and fill out a complaint form.

Office of the Australian Information Commissioner

If you would not like to lodge a privacy complaint to us directly or you are unhappy with the way we handled your privacy complaint, please contact the Office of the Australian Information Commissioner (OAIC). Please see link to their website here where you'll be able to find further information about lodging a complaint: <https://www.oaic.gov.au/>