



## PRIVACY POLICY

Sound Escape Music Therapy (SEMT) values your privacy and takes reasonable steps to protect personal information (that is, information that identifies or may reasonably be used to identify you) received from clients, parents, carers, guardians, volunteers, and other service providers.

This privacy policy has been created in order to disclose SEMT's information gathering and dissemination practices. SEMT is bound by the Privacy Act 2009 (Qld), the Australian Privacy Principles as well as the Australian Music Therapy Code of Ethics.

By providing personal information to us, you consent to our collection, use and disclosure of that personal information on the terms of this Privacy Policy and any other contractual or other arrangements that apply between us (if any).

### DEFINITIONS

#### Personal Information

Information or an opinion about an identified individual, or an individual who is reasonably identifiable. Examples of personal information that we collect may include: names, addresses, email addresses and phone numbers. This personal information is obtained in many ways including assessments, correspondence, by telephone, by email, via our website and from third parties.

#### Sensitive Information

Information or an opinion about an individual's: racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual orientation or practices; criminal record; or health information and diagnoses.



### **What personal information do we collect and why?**

SEMT only collects personal information from you that is necessary for us to perform its functions. The types of personal information SEMT collects, and purposes of collecting that information, include:

**Providing Services to Clients** - SEMT collects our clients and if required, their family members' names, addresses and other contact details such as date of birth or other information about our clients' needs and circumstances that may include living or financial circumstances, records of communication, and as otherwise required in order to provide our services and communicate with our clients. Subject to SEMT obtaining the relevant individual's consent, this information may include health information about the individual including correspondence with the client's service providers and other sensitive information. Digital images, sound recordings or videos of clients may also be collected if required for therapy service provision. The specific information will depend on the type of therapy service provided and it will be collected from the client before and during provision of therapy services. Prior to any digital imagery, sound recordings or video taken by SEMT a completed and signed a media consent form will be required.

The following responsible persons may, depending on the circumstances of a client, be treated as being able to act on a client's behalf for the purposes of this privacy policy and the collection, use and disclosure of personal information:

- A guardian, parent, carer or other person responsible for the care of the client;
- Someone with a general Power of Attorney or a Power of Attorney which includes health-related power;
- A person recognised under a law as responsible for any aspect of the care or welfare of the client which is relevant to something SEMT does or intends to do; and
- A person nominated in writing by the client while the client is capable of giving consent.

**Assisting with Your Queries** - you may choose to provide us with your name or other contact details when you contact us so that we can respond to your requests for information about SEMT's services or operations.

**Distributing Publications/Media** - with an individual's consent we collect contact details (which may include name, address, email address, mobile phone number, photos, and or sound/video recordings in order to distribute a newsletter and other communications in print or electronic form. This may be publication on our website or social media pages. Recipients may choose to have any of this information SEMT has collected removed from our records by contacting us at any time.



### **How do we Collect Personal Information?**

Generally, we collect information directly from the relevant individual. Sometimes, we may need to collect information about a client from a third party, such as a parent, carer, guardian or other responsible person or a third party such as a health service provider, government or similar agency. We will do this if the client has consented for us to collect the information in this way, or where it is not reasonable or practical for us to collect this information directly from the client such as in an emergency or because the client is not able to provide the information required or where collection in this way is a reasonable and efficient way to collect the information without inconvenience to the client.

### **How do we Use and Disclose Personal Information?**

Where an individual has provided consent, we use and disclose personal information we collect to:

- Provide and improve our services to our clients and their family members
- Assess, provide and obtain services required by the client including the care and treatment of the client as well as providing information, advice and assistance to the client. This includes supporting persons' responsible and others (including third party service providers) in their care and treatment of the client;
- Assess what third party services (including medical services and allied health and therapeutic or support services) may be required or available for the client;
- Allow exchange of information between service providers with whom SEMT deals or who provide care, services or support of any kind.
- Assess the adequacy of our clients' and their family members' level of satisfaction with our services.

We will not share any of your personal information with third parties without your consent except:

- If we are required by law or we believe in good faith that such action is necessary in order to comply with law, cooperate with law enforcement or other government agencies or to comply with a legal process served on the company (including other service providers or insurers) or court order;
- The disclosure of the information will prevent or lessen a serious and imminent threat to somebody's life or wellbeing.

We are obliged to report to government and other bodies on the services that fund us to provide. Reports cover demographic and service use information only - your personal information will not be passed on.



### **Quality of Personal Information**

SEMT will take reasonable steps to ensure that the personal information collected, used or disclosed is accurate, complete, up-to-date and relevant to its functions and activities.

### **Accessing and Correcting Your Personal Information**

Generally, you have the right to access the personal information we have about you. SEMT will handle requests for access to personal information in accordance with the Privacy Act. To request access to your personal information; please contact SEMT using the contact details at the end of this Privacy Policy.

If you believe your personal information held by us is inaccurate, incomplete or out of date, you may contact SEMT to request we correct that information. In most cases, we will amend any inaccurate, incomplete or out of date information. If we are not able to correct your personal information in the way requested by you (for example, if it is necessary for us to keep a record of what we knew or understood to be correct in respect to your personal information at a particular time), we will:

- Notify you of our reasons for refusing your request (unless it would be unreasonable for us to do so);
- Let you know how you may make a complaint about our decision, should you wish to do so; and
- Take reasonable steps to note on our record containing your personal information that you claim the information is inaccurate, incomplete or out of date.

### **Your Sensitive Information**

Without your consent, we will not collect information about you that reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs or affiliations, membership of a professional or trade association, membership of a trade union, details of health, disability, sexual orientation, or criminal record. Sensitive information will only be collected if it is specifically required for operational purposes.

This is subject to some exceptions including:

- The collection is required by law
- When the information is necessary for the establishment, exercise or defence of a legal claim



### **How we Store your Personal/Sensitive Information**

Sound Escape Music Therapy takes reasonable steps to protect the personal and sensitive information we hold against misuse, interference, loss, unauthorised access, modification and disclosure. These steps include password /fingerprint protection for accessing our electronic IT systems, password protected external hard drives and securing paper files in locked cabinet. Only authorised personnel are permitted to access our systems and controlled premises.

When personal information is no longer required, it is destroyed in a secure manner, or will be de-identified. Sound Escape Music therapy uses cloud-based technology (such as iCloud and Dropbox), which may be located offshore, to store client records such as photos, reports, file notes, audio and videos, and will take all reasonable measures to protect your personal information by gaining your consent to the disclosure; or ensuring that the country of destination has similar protections in relation to privacy, and does not breach the Australian Privacy Principles.

Note: Our therapists are bound by confidentiality and privacy policies, procedures and agreements under Australian Music Therapy Code of Practices in order to safeguard the clients' confidentiality rights.

### **Making a Complaint**

You may make a complaint about our handling of your personal information, including if you think we have breached the Privacy Act, by contacting SEMT by email or phone. You can also fill out a complaints form located on our website (forms link in the footer section), as per the information set out at the end of this privacy policy.

### **Changes to This Privacy Policy**

SEMT reserves the right to make amendments to this Privacy Policy at any time. If you have objections to the Privacy Policy, you should not access or use the website or seek therapy services from SEMT.

### **Contacting Us**

SEMT welcomes your comments regarding this Privacy Policy. If you have any questions about this Privacy Policy and would like further information, please contact us by any of the following means during business hours Monday to Friday (9am-5pm):

Call: 0416 634 343

Email: [info@soundescapemusictherapy.com.au](mailto:info@soundescapemusictherapy.com.au)

Website: [www.soundescapemusictherapy.com.au](http://www.soundescapemusictherapy.com.au)