



Privacy and Confidentiality Statement

Pebble Pathways Therapy Services

Location: Victoria, Australia

At Pebble Pathways, we are committed to protecting the privacy and confidentiality of our clients' personal information. This statement outlines how we collect, use, disclose, and store your information in accordance with the Privacy Act 1988, the Health Records Act 2001 (Vic), and other relevant legislation.

Collection of Personal Information

We collect personal and sensitive information to provide high-quality paediatric occupational therapy services. This may include:

- Personal details (e.g., name, date of birth, address, contact information).
- Medical history and developmental information.
- Assessment reports and therapy notes.

This information is gathered directly from you, your child, or authorised third parties such as medical professionals, schools/childcare/kindergarten, or allied health practitioners, with your consent.

Use of Personal Information

We use your information to:

- Assess and develop individualised therapy plans for your child.
- Communicate with you about your child's progress and appointments.
- Collaborate with other professionals involved in your child's care (with your consent).
- Fulfill administrative and regulatory obligations.

Disclosure of Information

Your information will not be disclosed to any third party without your explicit consent, except as required by law or in circumstances where there is a serious risk to the safety of your child or others.

Storage and Security of Information

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, or disclosure. This includes:



- Secure physical storage for paper records.
- Password-protected electronic systems for digital records.
- Regular review of our data protection practices.

Access and Correction

- You have the right to access your personal information held by us and to request corrections if it is inaccurate or incomplete. Please contact us to make a request.

Retention and Disposal

- We retain your records for the period required by law (typically seven years after your child turns 18) and securely dispose of them once they are no longer required.

Your Consent

- By engaging our services, you consent to the collection, use, and disclosure of your personal information as outlined in this statement. You may withdraw your consent at any time, although this may impact our ability to provide services.

Questions and Concerns

If you have any questions, concerns, or complaints about how we handle your information, please contact us at:

Phone: (03) 9191 8778

Email: admin@pebblepathways.com.au

Address: Level 1, Suite 3 & 4

493-495 Keilor Road, Niddrie VIC, 3042

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) or the Health Complaints Commissioner (HCC) in Victoria.

Last Updated: January 2025

This Privacy and Confidentiality Statement reflects our ongoing commitment to safeguarding your trust and the well-being of your child.