

POLICY

Privacy Policy

The Lifestory Practice

Effective date: 30 August 2026 | **Primary contact:** Carrie Gibbons, Practice Manager

Overview

The Lifestory Practice ABN 14 697 722 991 is committed to complying with the Privacy Act 1988, the Australian Privacy Principles under that Act, and the privacy provisions of all applicable legislation.

This Privacy Policy covers all personal information we hold - that is, information or an opinion that identifies an individual. This includes information collected through our clinic, over the phone and online, such as a person's name, address, email address and phone numbers.

Collecting information

Types of personal information we collect

When we collect personal information from you, we will ensure that we do so fairly and explain why we are collecting the information and how we plan to use it. We will only collect information that is necessary for one or more of our functions or activities.

The type of personal information we collect depends on the circumstances. Typically, this may include, but is not limited to, your name, address, email address and phone numbers.

If you are a client or patient, we may also collect your date of birth, billing and payment details, Medicare and insurer details, and health information so that we can provide our services. We may also receive health information about you from other health service providers where you have consented to us collecting it.

Health information is "sensitive information". See below for further details.

If you apply for a job or another role with us, we may collect information relevant to your engagement, including qualifications, length of engagement, resume, current and former employment details, and information from third parties such as recruitment agencies, referees, government bodies (for example, police checks where required), and academic and professional bodies (for example, to validate qualifications and their currency).

Sensitive information

Sensitive information is a subset of personal information. If we collect sensitive information, as defined under the Privacy Act, we will treat it with the utmost security and confidentiality.

Sensitive information is defined in the Act to include information or an opinion about matters such as a person's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- for a secondary purpose that is directly related to the primary purpose
- with your consent
- where required or authorised by law.

In addition to the types of personal information identified above, we may collect personal information as otherwise permitted or required by law.

Where you choose not to provide requested information, we will advise you of the possible consequences. For example, withholding certain information may limit our ability to provide relevant services to you.

How we collect your personal information

Some common ways in which we may collect personal information include:

- if you are a client, during client onboarding (for example, via registration forms) and treatment sessions
- when you make an enquiry or order relating to products or services, including through our website
- from correspondence, whether written or electronic, or when you contact us by telephone, email, social media or other means
- when administering and performing contracts with service providers
- when you apply for a role with us
- if you attend our premises, we may record certain contact details to comply with applicable laws, and may record your image and/or voice through surveillance systems operating at the premises.

Where reasonably practical, we will collect your personal information directly from you. In some cases, we may collect personal information from publicly available sources and third parties, including:

- if you are a client, from referrals or reports provided by other health professionals
- if you are applying for employment or another position, from referees, government bodies, academic bodies and professional bodies.

Our purposes for handling personal information

The purposes for which we use and disclose your personal information depend on the circumstances in which we collect it.

Whenever practical, we endeavour to advise you at the time of collection why your information is being collected, how we intend to use it and to whom we intend to disclose it.

In general, we collect, use and disclose personal information so that we can provide goods and services and for purposes connected with our business operations. Specific purposes include:

- if you are a client or patient, to provide you with our services and products
- if you are, or represent, a supplier, to receive goods or services from you
- to consider you for a job, whether as an employee or contractor, or another relationship with us
- to comply with our legal and regulatory obligations
- to protect the security, health and safety of our premises, facilities, personnel and visitors
- to address issues or complaints that we or you have regarding our relationship
- to contact you about the above, including by SMS, email, mail, phone or another lawful method.

We may also use or disclose your personal information for other purposes to which you have consented and as otherwise authorised, permitted or required by law.

Disclosing information

Your personal information may be disclosed to third parties in connection with the purposes for which it was collected, as described above and in any privacy collection notices provided to you.

This may include disclosure to:

- our suppliers, contractors and organisations that provide technical or support services or manage some business functions
- our related entities, which may use and disclose the information in the same manner as we can
- our accountants, insurers, lawyers, auditors and other professional advisers
- third parties to whom you have directed or permitted us to disclose information - for example, your treating doctor or other health professionals, an insurer or compensation agency, and/or your emergency contacts where necessary.

We may also disclose personal information in accordance with any consent you give or where disclosure is authorised, compelled or permitted by law.

Overseas transfers

In the ordinary course of our business, we do not generally disclose your personal information to overseas recipients.

Marketing and opting out

We may provide information and advertisements about products, services and promotions from us or third parties where you have asked us to, otherwise consented, or where permitted by law.

We will always provide a no-cost way to opt out of marketing communications and product offers. You may also opt out by contacting us using the details below.

Accessing and correcting personal information

You may contact us to request access to the personal information we hold about you and/or ask us to correct that information. We will respond within a reasonable time.

If we refuse access, which we will only do in accordance with applicable laws, we will give you a written notice stating our reasons.

We are not obliged to correct information if we do not agree that it requires correction. If we refuse a correction request, we will give you a written notice stating our reasons.

We will not charge a fee for an access request but may charge an administrative fee for providing a copy of personal information.

To protect your personal information, we may require identification before releasing requested information.

Storage and security

We may hold personal information as secure physical records, electronically on our computer systems, in cloud storage and, in some cases, on third-party servers.

Our goal is to protect the personal information we collect. We take reasonable steps to keep it secure and protected from misuse, interference, loss or unauthorised access.

When personal information is no longer needed for the purpose for which it was obtained and is not required to be kept by law, we will take reasonable steps to destroy or permanently de-identify it. We may need to retain records containing personal information to comply with record-keeping obligations and for other legitimate business purposes, such as quality assurance.

Data quality

We will take reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date and has been obtained directly from you or other reputable sources.

If you find that information we hold is out of date or inaccurate, please advise us as soon as practicable so we can update our records and continue to provide quality services.

Availability and review of this policy

We will make this Privacy Policy available on request and provide a link on our website.

This policy will be reviewed from time to time, and amendments will be incorporated into the updated version.

Complaints

If you have questions, concerns or complaints about this Privacy Policy or how we handle personal information, including a concern that we have breached the Australian Privacy Principles, please contact the Practice Manager using the details below.

Please provide as much detail as possible about your question, concern or complaint.

We take complaints seriously and will respond in accordance with any timeframes imposed by law and otherwise within a reasonable period. We ask that you cooperate with us and provide relevant information we may need.

If you are dissatisfied with our handling of your complaint, you may contact the Office of the Australian Information Commissioner (OAIC):

- Postal address: GPO Box 5288, Sydney NSW 2001
- Telephone: 1300 363 992
- Email: enquiries@oaic.gov.au
- Website: www.oaic.gov.au/privacy/privacy-complaints

Contact details

Organisation: The Lifestory Practice

ABN: 14 697 722 991

Address: 1A Old Coach Road, Aldinga SA 5173

Primary contact: Carrie Gibbons, Practice Manager

Practice Manager email: Carrie@thelifestorypractice.com.au

General email: admin@thelifestorypractice.com.au

Phone: (08) 7083 8777

Mobile: 0413 006 336

Website: www.thelifestorypractice.com.au

Acknowledgements

This Privacy Policy was created using a template provided by the Australian Association of Social Workers (AASW), which includes content from the following resources:

- Template Privacy Policy for Private Practitioners, Allied Health Professions Australia (AHPA)
- Privacy Policy Template, Business Victoria