



Superyou Therapy Privacy Policy

Last updated: 23 April 2025

At Superyou Therapy, your privacy is important to us. We are committed to protecting your personal information and being transparent about how we collect, use, and store it.

This policy explains how we manage your information in line with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs), as well as the NDIS Practice Standards.

What is personal and sensitive information?

- Personal information is anything that identifies you, like your name, date of birth, address, or contact details.
- Sensitive information includes things like your health history, disability support needs, NDIS details, cultural background, or anything about your mental or physical wellbeing.

What information do we collect?

We collect personal and sensitive information to provide you with the best support and therapy services. This might include:

- Your name, contact details, and emergency contact
- Your NDIS number and funding details
- Medical or therapy reports
- Information from your GP, specialists, or other support providers (with your consent)
- Notes taken during sessions with your therapist
- Feedback and complaints (if any)

How do we collect your information?

We may collect information:

- Directly from you (via forms, emails, phone calls, or during appointments)
- From your parent, guardian, support coordinator, or authorised representative
- From other providers or health professionals (with your consent)
- Through our website or booking system



Why do we collect your information?

We collect this information to:

- Understand your needs and goals
- Plan and deliver appropriate therapy services
- Communicate with you and your support team
- Meet our legal, funding, and reporting obligations (e.g. to the NDIS)
- Improve our services

How do we keep your information safe?

We store your information securely, whether it's on paper or in electronic systems. We use:

- Password-protected systems and databases
- Secure file storage (locked cabinets or Australian-based cloud storage)
- Access controls so only authorised staff can see your information
- All staff are trained in privacy and confidentiality and sign confidentiality agreements

Who do we share your information with?

We may share your information with:

- Your GP, support coordinator, or other therapists (with your permission)
- NDIS or funding bodies, where required
- Emergency services, if needed to protect your life or safety
- Government regulators if legally required

Do we send your information overseas?

Generally, we keep your information within Australia.

If we use third-party software providers (e.g. cloud services), we ensure they comply with Australian privacy laws.

You will be notified if any overseas disclosures are required.

Can I access or correct my information?

You have the right to:

- See the personal information we hold about you
- Ask us to correct anything that is wrong or outdated



To request access or correction, please contact us using the details below. We'll respond within 30 days.

What if I have a privacy complaint?

If you're concerned about how we've handled your information:

1. Please talk to us first - we'll do our best to fix the issue quickly.
2. If you're not happy with our response, you can contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au

How long do we keep your information?

We keep your records while you are a client and for **at least 7 years after your services end**, in line with legal requirements.

After that, we securely destroy or de-identify your information.

Contact us

If you have questions or want to make a request or complaint about your privacy, please contact:

Manager, Quality and Safeguarding
Superyou Therapy
32 Burton Street
Cannington, WA 6107

(08) 6263 8623

hello@superyou.org.au