

Privacy Policy



OTTIMA Integrative Occupational Therapy

Last updated: 15 May 2025

1. What information we collect

We may collect:

- Personal details: name, address, phone number, email address.
- Health information: medical history, therapy notes, referrals.
- NDIS-related details: participant number, funding category, plan manager.
- Website usage data: IP address, device type, pages visited.

2. How we collect information

We collect information when you:

- Contact us via the website, phone, or email.
- Complete an intake or consent form.
- Attend a therapy session.
- Use our booking or telehealth system.

3. Why we collect and use your information

We collect your information to:

- Provide occupational therapy services.
- Schedule and manage appointments.
- Communicate with you and/or your support team.
- Meet our legal and professional obligations (e.g. AHPRA, NDIS).

4. Storage and security

Your information is stored securely in line with professional standards. We use encrypted practice management software and ensure that only authorised personnel have access.

5. Disclosure of your information

We will not share your information without consent unless:

- Required by law or professional obligation.
- There is a risk of harm to yourself or others.
- We need to liaise with your medical or NDIS team (with your consent).

6. Access and correction

You may request access to or correction of your personal information by contacting us at OTTIMA@outlook.com.au

7. Complaints

If you have a concern about how we handle your data, please contact us. You may also contact the Office of the Australian Information Commissioner at www.oaic.gov.au.

8. Updates

We may update this Privacy Policy from time to time. Please check our website for the latest version.