

NURTURING HANDS ALLIED HEALTH PTY LTD

# Privacy Policy V2.0

Version 2.0 · September 2026

## 1. Introduction

Nurturing Hands Allied Health Pty Ltd ("Nurturing Hands", "we", "us", or "our") is committed to protecting your privacy and complying with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). This Privacy Policy outlines how we collect, use, disclose, store, and protect your personal information.

## 2. Collection of Personal Information

We collect personal information necessary to provide allied health services, respond to your enquiries, manage appointments, and comply with applicable laws. This could include (but is not limited to):

- Full name, address, date of birth, gender
- Contact details (phone, email, emergency contacts)
- Medical history, health information, treatment details
- Medicare or NDIS numbers
- Billing, insurance, and payment information

We typically collect your information directly from you or your authorised representative. Occasionally, we may receive information from third parties such as other health professionals or support services.

## 3. Use of Personal Information

Your personal information is collected for purposes including:

- Providing allied health and support services
- Assessing eligibility for funding and processing claims
- Managing appointments and communications
- Coordinating with other providers involved in your care
- Meeting legal, regulatory, and insurance obligations
- Improving our service quality and operations

## 4. Use of AI-Assisted Clinical Documentation

We use an AI-assisted clinical documentation tool called Heidi to help produce notes about your sessions.

How this works:

- With your consent, a session may be recorded so that accurate notes can be created.
- The audio is converted into a written transcript, and the transcript is used to produce clinical notes about your session.
- Session recordings are automatically deleted after 90 days.
- Transcripts are automatically deleted after 90 days.

Heidi is a third-party service provider. This means your audio and transcript data is processed by that provider on our behalf, and some processing or storage may occur outside Australia.

Where information is disclosed overseas, we take reasonable steps to ensure the provider handles it consistently with the Australian Privacy Principles, including under Australian Privacy Principle 8.

The clinical notes produced from your session form part of your health record. They are stored securely and handled in accordance with this Privacy Policy.

Inactive patient records in the AI documentation tool are automatically deleted after 365 days.

We will ask for your consent before recording a session for this purpose. You can decline, and we will take notes manually instead. You can also ask us to stop recording at any time during a session, or withdraw your consent at any time. Declining or withdrawing consent will not affect the support you receive.

We will not use your recording or transcript for any purpose other than producing your clinical notes, unless you have separately agreed in writing.

Our current retention settings in this tool are: sessions 90 days, transcripts 90 days, and inactive patient records 365 days. These settings are reviewed periodically.

Contact us using the details in Section 10 if you would like more information about the provider we use, or about how your information is handled.

## **5. Disclosure of Personal Information**

We may share your personal information with:

- Medical or healthcare professionals involved in your care
- Your authorised representatives or support coordinators
- Relevant third-party service providers (e.g., IT, administration)
- Government agencies as required by law (including the NDIS or Medicare)
- Insurers and regulatory bodies

We will not share your information internationally or for marketing purposes without your explicit consent.

## **6. Storage and Security**

We store personal information electronically and/or in hard copy. Reasonable steps are taken to protect your information against unauthorised access, misuse, disclosure, alteration, or loss. Access to your records is limited to authorised staff only.

## **7. Access and Correction**

You have the right to access and update your personal information held by us, subject to certain exceptions permitted by law. If you wish to access your records or believe your information is incorrect, please contact us at:

Phone: 03 9003 0253

Email: [deb@nurturing-hands.com.au](mailto:deb@nurturing-hands.com.au)

Post: Nurturing Hands Allied Health Pty Ltd, ABN 70 682 174 812, 15 Caromar Street, Croydon VIC 3136

Website: [nurturing-hands.com.au](http://nurturing-hands.com.au)

## **8. Website and Online Forms**

When you visit our website, we may collect limited information such as your IP address and

anonymous site analytics for service improvement purposes. If you complete our online forms, information provided will be handled as per this Privacy Policy.

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. The latest version will always be posted on our website at [www.nurturing-hands.com.au](http://www.nurturing-hands.com.au).

## **10. Contact Us**

If you have any questions or concerns about how we handle your personal information or wish to make a complaint, please contact:

Nurturing Hands Allied Health Pty Ltd

ABN 70 682 174 812

15 Caromar Street, Croydon VIC 3136

Phone: 03 9003 0253

Email: [deb@nurturing-hands.com.au](mailto:deb@nurturing-hands.com.au)

Website: [nurturing-hands.com.au](http://nurturing-hands.com.au)

If you are not satisfied with our response, you may refer your complaint to the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).





