

## Privacy and Confidentiality

Murrumbidgee Allied Health Services (MAHS) values privacy. We recognise that all people who use our service have a right to maintain their privacy and have personal information kept confidential. Your personal information will be protected by complying with national privacy principles regarding collection, use and disclosure of your private information and your personal information will be confidential.

### Collecting information

We collect information about you so we can support you in the best way possible. The information we collect is relevant to the services you receive.

### Exchanging or releasing information

We exchange information with other professionals only if you give us consent. Any information that we exchange with other professionals will be directly related to the service you receive. In some situations, we may be required by law to release information without your consent. We might also release information if we believe it is necessary to prevent or lessen serious and imminent threat to your life or your health.

### Storing information

We store your information in a secure network protected by passwords. MAHS staff may only access information required to perform their role to support you. MAHS only keeps information available during the time we are providing services, or for the length of time required by law.

### Creating information

Any support plan, assessment report, intervention plan, or other documentation that we create as part of our service delivery belongs to you. You have the right to access, update, correct, or amend your personal information under the Freedom of Information Act (1982).

## Consent

We will only collect your information if you have given us consent.

## Feedback

You have the right to provide feedback about any MAHS service, including our privacy and confidentiality policy, and the way your information is stored and managed.

## Other information

This guideline may be amended if there are any changes recommended by the National Disability Insurance Agency, other relevant authorities, or other relevant laws. If this happens, we will tell you about these changes.

## Questions or comments

If you have any questions or comments about this guideline, please contact the MAHS office on 6963 9377 or [admin@mahs.com.au](mailto:admin@mahs.com.au).