



Privacy Statement

How We Maintain the Privacy of Your information

This Privacy Statement applies to collecting personal information from clients of Pregnancy to Parenthood Clinic (P2P) Ltd (54659775907). This Statement outlines our approach to handling your family's personal information. It sets out your rights to seek access to and correct personal information and your right to complain if you think privacy has been breached.

P2P is committed to protecting the privacy of personal information the organisation collects, holds and administers.

By agreeing to receive services from P2P, you consent to the collection, use and storage of your information as defined in this Privacy Collection Statement.

If you are unable to provide us with the personal information we have requested, this may prevent us from fully assisting you or providing you with the care and services you are seeking from our organisation.

Why do we collect your personal information?

P2P collects, holds, uses and discloses personal information for a number of purposes including:

- to help you receive the right care and services for your needs when providing a health-based clinic and home visiting service;
- managing our business including quality assurance and record keeping purposes;
- to evaluate and improve our services, including managing complaints and incidents;
- to meet our contractual obligations and legislation requirements;
- to inform you of our services that may be of interest to you; and
- for account purposes.

How do we collect your personal information?

Personal information is collected in various ways; by telephone, in person, through our website, online forms, emails and online portals.

Wherever possible, P2P will collect your personal information directly from you. Sometimes, it may be necessary for us to collect your personal information from a third party who is legally permitted to disclose it to us (for example, a family member, allied health professional or general practitioner). If this occurs, we will take reasonable steps to make sure you are aware of the purpose for which the information was obtained and how it will be used and disclosed. Other health services may also share your personal information with us when they refer you to us for service.

P2P takes steps to safeguard personal information against loss, unauthorised access, disclosure, or modification. We store your data securely with restricted access to essential



personnel only. In line with our professional and legal obligations, P2P retains personal information for a defined period, even after services conclude. For psychological records, this typically includes retaining records for seven years, or until children reach 25 years of age, as required by AHPRA. When personal information is no longer needed, we take reasonable steps to delete, de-identify, or securely dispose of it. Where possible all personal information stored by P2P is stored within Australia.

Sharing your personal information

P2P respects your privacy and we will take reasonable steps to keep your personal information strictly confidential. P2P will not disclose your personal information to a third party without your consent.

Sometimes we may need to share your personal information with other organisations to provide you with the appropriate care, or to meet legislative requirements, including:

- hospitals, GP's, child health clinics and other health professionals involved in your care; and
- government and regulatory bodies.

We will never share or sell your personal information for commercial use.

Research and Quality

As part of our commitment to continuous improvement, we regularly review and evaluate the services within our model of care. To do this, we may share your de-identified service information with our research and quality partners. We may also invite you to participate in surveys and studies that examine care and health outcomes. This will help us to continually improve our services and ensure we are providing evidence-based, high-quality services and care. Participation is voluntary, and your personal data will remain confidential.

Privacy Questions and Complaints

If you wish to access, update, or correct your personal information or have concerns about privacy, please use the details below to contact us.

Email: info@p2pclinic.com.au

Phone: 1800 470 900

If you believe we have not handled your personal information in accordance with the *Privacy Act 1998* and wish to make a complaint or have any questions about how we collect, use or store your personal information, please get in touch with us via one of the above methods.

You can also contact an external body for support:

The Officer of Australian Information Commissioner

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Our *Privacy Policy* provides more detail on how we manage your personal information. If you wish to read the full Policy, please email us as above to request a copy.