

Privacy and Confidentiality

Scope

Pathways EI adheres to and is bound by the [Privacy Act 1988](#) and [Privacy Regulation 2013](#), as well as all other applicable privacy laws, acts, and regulations. The following document provides information pertaining to the manner in which Pathways EI may collect, store, use, and disclose, personal and clinical information.

What information is collected and stored?

Pathways EI will collect personal information and sensitive or clinical information prior to the commencement of client services and throughout service provision, where necessary.

Pathways EI will collect information pertaining to but not limited to:

- Basic demographic information
- Clinical information, including diagnoses, medical conditions, prior services and assessment, behaviour-specific data, video recording for specific purposes

Personal information that is obtained from third parties or someone other than the client must only be attained after consent has been provided, or if required or authorised by law, or if it is unreasonable or impractical to obtain the information directly from yourself.

Why is personal and clinical information collected?

Pathways EI collects and stores personal and clinical information for but not limited to the following purposes:

- In order to assess, record, maintain, and improve the individual's health, safety, and personal independence
- In order to ensure that the individual accesses the contracted services provided by Pathways EI
- In order to provide therapeutic support toward treatment of an individual's disability
- In order to monitor and review an individual for the purpose of monitoring, management, and funding of services.

How may information be used or disclosed?

Personal and clinical information is used and disclosed by Pathways EI for the primary purpose for which the information was collected.

Disclosure of personal and clinical information will be shared internally or with external third-party health or education professionals only with prior consent. Information may be disclosed without consent in the event of requirement or authorisation by the law.

How is the information stored?

Pathways EI employees use a range of measures in order to maintain secure storage of records and information:

- 2-step password verification for storage of electronic information and records
- Paper copies of documents are stored in locked filing cabinets
- Documents that require transportation from the office to other settings (e.g. home setting) are transported in a de-identified format and are not left unattended in a car.

It is the responsibility of all Pathways EI employees to adhere to these secure storage guidelines.

Can clients and employees access their personal and clinical information?

Individuals have the right to access their personal information and request changes to information that is inaccurate, out of date, or incomplete. Requests for information may be made by the individual or someone who is authorised to do so on the individual's behalf (e.g. parent, primary caregiver, legal guardian). The requesting individual will be required to provide proof of identification prior to the request being processed. Depending on the complexity of the request the information may not be provided immediately, however access will be provided within a reasonable timeframe.