

About Our Privacy Policy



Our Privacy Policy describes:

- The type of information we collect from you. This information is required and helps us to provide the supports you need
- How we collect the information from you
- How you can access the information we have about you on our system
- We only share information with your consent, or if we think there is a risk of safety or harm to yourself or others.

Collecting your personal information

Real Therapy Solutions collects personal information from you that is necessary for us to provide the services you have requested. We may also need to collect personal information from other people like doctors, allied health and support coordinators. This will only be collected with your consent.

Any personal information collected Real Therapy Solutions is protected under the Privacy Act 1988.

You can ask to see what personal information Real Therapy Solutions holds about you at any time and you can ask for correction of that information if it is wrong.

Use and disclosure of your personal information

Real Therapy Solutions will only use or disclose personal information for the purpose of which it was collected for, including services that you have requested. We may also disclose your information to others if we think there is a risk to yourself or others, or if it has been requested by a court or tribunal order such as a summons or subpoena.

We will use your personal information to:

- Provide the requested services and supports
- Assist you accessing additional support if appropriate

Storage and record keeping of your personal information

As part of our commitment to provide high quality services, our team members keep record of interactions related to supporting you, which contain personal information about you. This ensures that your safety, needs and continuity of support is provided.

Real Therapy Solutions stores personal information on a secure web-based case management platform. Your information can only be accessed by relevant authorised personnel.

At times, we may ask to record our interactions with you to facilitate delivery of services, quality assurance and for training. We will always ask for your permission before any recordings are made. You can decline to be recorded at any time.

You can ask to see our full privacy policy at any time by contacting admin@realtherapysolutions.com.au