

Privacy Policy

This Privacy Policy document governs the way in which Abbey's Music Therapy collects, uses, maintains, and discloses Personal Information provided to us, or otherwise collected by us. Personal Information is collected primarily to provide services to you. This Privacy Policy applies to all services provided by Abbey's Music Therapy.

Abbey's Music Therapy values and respects the privacy of our participants and clients. We are committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations. This Privacy Policy outlines how we collect, use, disclose, store and secure your Personal Information.

Personal Information We Collect

We collect Personal Information primarily to provide music therapy services to you. Abbey's Music Therapy may collect the following types of personal information from you:

- Full name
- Parent/guardian/carer details
- Home or business address
- Email address
- Phone number
- Date of birth
- Relevant medical history and relevant diagnoses
- NDIS goals
- NDIS participant number and plan dates
- NDIS funding details (Plan-managed/Self-managed)
- Payment and invoicing information
- Other Allied Health Professional services you access

How We Collect Personal Information

We collect Personal Information directly from you when you:

- Interact with us over the phone
- Interact with us in person
- Interact with us online (including email)
- Submit a contact form on our website (www.abbeysmusictherapy.com.au)

We may also gather additional information from your broader support / Professional Allied Health team (with your consent) if required. This information may be obtained through:

- Liaising with your Professional Allied Health team to discuss your goals and objectives
- Engaging in team meetings or case conferences (if applicable)

Storage and Security

Abbey's Music Therapy will take reasonable steps to ensure that the Personal Information that we hold about you is kept confidential and secure.

Abbey's Music Therapy uses Allied Health practice management software

Splose to store participant/client information. You can view Splose's privacy policy [here](#) and view their security measures [here](#). Our website is hosted by **Wix**. Identifiable personal information is only collected on our website through form submission for the purpose of contacting you regarding our services. You can view Wix's privacy policy [here](#).

Disclosure of Your Information

Your Personal Information may be disclosed in connection to:

- Your broader Allied Health team, school or support coordinator (with consent)
- NDIS reporting
- Where required or authorised by law

Access to your Personal Information

You may request details regarding the Personal Information we hold about you, and to update and/or correct it. You may also choose to restrict the collection or use of your Personal Information. Requests must be made in writing via email.

Contact

If you have any questions about this Privacy Policy, you can contact us via email at info@abbeysmusictherapy.com.au