Privacy and Confidentiality Policy

Purpose

To ensure Drive On Therapy protects the privacy and confidentiality of all clients by appropriately managing personal and sensitive information.

This policy outlines how client information is collected, stored, used and shared. It identifies circumstances where confidentiality may be breached.

Scope

This policy applies to all services delivered by Drive On Therapy, including employees, contractors, students and volunteers.

Definitions

Personal information	Information that identifies an individual, such as name, address, date of birth or contact details.
Sensitive information	Information related to the health of the individual, such as their medical record and information collected through an assessment.
Confidentiality	The obligation to protect client information from unauthorised use or access.
Relevant stakeholders	Includes the parent or guardian of an individual under the age of 18-years old, the legal-guardian of an adult, a next-of-kin, and other parties integral to the delivery of services such as the Department of Transport, Driving Instructor and Vehicle Modifier.
Informed consent	Permission knowingly provided by a client or relevant stakeholder to collect, use or share their personal and sensitive information.
Compelled disclosure	When confidentiality will be breached for legal requirements, and safety or ethical concerns.

Policy statement

Drive On Therapy is committed to protecting the privacy and confidentiality of all clients. We collect and use information only for the purpose of providing safe, effective, and person-centred services. Information is stored securely and accessed only by authorised personnel. Information is only shared with consent or when compelled by law, safety or ethical obligations.

Roles and responsibilities

Director	1. Ensure policies and procedures comply with relevant legislation and standards governing the delivery of services to Drive On Therapy clients. 2. Approve and review this policy. 3. Oversee management of policy breaches and compelled disclosure.
All other employees, contractors, students and volunteers	1. Adhere to all detail outlined in this policy and associated procedure. 2. Report any breaches of this policy including a request for compelled disclosure to the Director of Drive On Therapy. 3. Participate in training where requested.

Policy details

The following details outline what the organisation will enact to protect the privacy and confidentiality of Drive On Therapy clients, while enabling services be delivered safely and to optimal quality.

Gathering consent	Informed consent will always be gathered from the client, or their legal guardian at the commencement of services, to collect, use and share information.
Collecting information	Information will only be collected in relation to the delivery of services from Drive On Therapy.
Storing information	All client information will be stored securely and accessed only by authorised parties that are granted consent from the client.
Using information	The use of client information is limited to delivering services including liaising with relevant stakeholders and reporting. Client information may also be used for research, marketing and professional development purposes where additional consent is provided.
Sharing information	Client information will only be shared with parties where consent has been provided. A list of approved parties must be provided by the client or their legal guardian at the commencement of services, and can be amended at any point throughout.
Compelled disclosure	Personal and sensitive information may be shared with the Department of Transport where there are concerns, made in good-faith, that the client poses a significant risk to road safety, in-line with the Road Traffic (Administration) Act 2008. Confidentiality may also be

	breached with relevant stakeholders where there are immediate concerns of self-harm or risk of injury to others.
Legal requirements	Client information will be shared if compelled to by law. Examples include a court-order or subpoena as evidence required for legal proceedings.

Client rights

Clients including their parent where under the age of 18-years old, or legally-appointed guardian have the right to:

1. Access their personal and sensitive information recoded by Drive on Therapy.
2. Withdraw and amend consent to share information with nominated parties, with the exception of compelled disclosure and legal requirements.
3. Be informed about how their information is used.

Privacy breaches

Any suspected or actual breach of personal and sensitive information recorded by Drive On Therapy must be:

1. Reported immediately to the Director of Drive On Therapy and investigated promptly.
2. Documented and managed according to the Drive On Therapy Incident Management Procedure.
3. Reported to regulatory bodies where required by legislation.

Non-compliance

Failure to comply with this policy may result in internal disciplinary action, or legal consequences under broader privacy and confidentiality legislation.

Review cycle

This policy will be reviewed at a minimum period of 2-years.

Version control

Document history	
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Approved by	Andrew Browton, Director
Next review date	10 July 2028