Privacy Policy

Behavioural Neurotherapy Clinic (BNC, "we") is committed to protecting your privacy. This policy explains how we collect, use, store and disclose personal and health information, in line with the *Privacy Act 1988* (Cth), the Australian Privacy Principles and the *Health Records Act 2001* (Vic).

What information we collect

- Contact details: name, address, phone number, email address and date of birth
- Health information: medical, developmental, educational and family history, assessment results, reports and clinical notes
- Medicare, health fund, NDIS and referral details
- Payment and billing records
- Information you send us by phone, email or through this website

How we collect it

We collect information directly from you, or from a parent or guardian for a child. With your consent we may also collect information from your GP, other health professionals, schools or the NDIS.

Why we collect it

We use your information to provide assessment and treatment, write reports, communicate with you and with health professionals involved in your care, process Medicare and health fund claims, manage appointments and billing, and meet our

legal and professional obligations.

Who we disclose it to

We disclose your information only with your consent, or where the law requires or permits it. This may include your referring GP or other treating practitioners, Medicare, your health fund or the NDIS. We do not sell personal information, and we do not use it for marketing without your consent.

Storage and security

Your clinical and administrative records are kept in secure cloud systems located in Australia: the PracSuite practice management system and Microsoft SharePoint. Information you send through Sally or a call-back request on this website is handled as described under "Website" below.

Records are kept in secure electronic systems with restricted access, and paper records are kept securely on site. Health records are retained for the periods required by Victorian law, generally at least 7 years after the last contact, or until a child turns 25.

Access and correction

You can ask to see or correct the information we hold about you. Please contact us in writing. We may charge a reasonable fee to cover the cost of providing copies.

Website

This website does not use advertising cookies. Information you send by email is not encrypted, so please do not email sensitive clinical details.

Sally, our website assistant

Sally answers general questions about our services. Sally gives general information only and does not give personal, clinical or medical advice.

- We keep the questions you type into Sally, and Sally's replies, for 90 days so we can check the answers are accurate and improve the service. They are then deleted automatically.
- Email addresses, phone numbers and dates are masked before anything is saved. Please do not type names, health details or other personal information into Sally.
- Sally is powered by an artificial intelligence service. Your questions are sent to that provider to produce a reply, and may be processed on servers outside Australia, including in the United States.

Call-back requests

If you ask us to call you back, we collect your name, phone number and the reason for your call so that reception can return your call. Call-back calls are connected through a telephone service provider, which may process call details outside Australia, including in the United States.

Complaints

If you have a concern about how we have handled your information, please contact our practice manager first. If you are not satisfied with our response, you can contact the Office of the Australian Information Commissioner (oaic.gov.au) or the Health Complaints Commissioner, Victoria (hcc.vic.gov.au).

Contact

Behavioural Neurotherapy Clinic, 2/314 Manningham Rd, Doncaster VIC 3108
Phone (03) 9848 9100, email reception@adhd.com.au

This policy was last updated on 11 November 2026.