



Privacy Policy

The management of clients' personal information provided is bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Cth).

Client information storage and protection

Client files and records are stored in password-protected electronic document management systems. Any paper-based records are held in a secure filing cabinet which is accessible only to Carolyn Youle or authorised employees who are bound by the same policy and confidentiality contracts. The information on each file includes personal information such as name, address, contact phone numbers, emergency contacts, medical history, and other personal information collected as part of providing psychological services. The practice takes all reasonable measures to protect against the unauthorised access, use, alteration, or destruction of client information, both actually personally-identifying and potentially personally-identifying.

How clients' personal information is collected

A client's personal information is collected in a number of ways. These may include when a client (or prospective client) engages with, or otherwise chooses to make contact through, a website (or any other form of communication) and in the course of psychological consultations directly and indirectly (through forms, practice employees and/or from other health practitioners' referrals, correspondence and medical reports). If a client does not consent for their personal information to be collected in a way anticipated by this Privacy Policy, the practice will not be in a position to provide psychological services to the client.

Purpose of holding and using personal information

A client's personal information is gathered and used for the purpose of providing psychological services, which includes assessing, diagnosing and treating a client's presenting problem/s. We may also very occasionally use your contact email address to send updates about the practice or invite your feedback. You may opt-out of these emails at any time.

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Clients' personal information is retained in order to document what happens during sessions and enables the practice to provide psychological services in a safe and ethical manner and in accordance with applicable laws. Information is provided to employees, and other health professionals only on a need-to-know basis (that is required to offer a safe, ethical and legally compliant service) and in accordance with client consent and/or otherwise necessary or expected under the law (for example, progress reports or discharge information to a client's general practitioner). It is held in accordance with, and for the duration of time required by, applicable laws.

Disclosure of personal information

Clients' personal information will remain confidential except when:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would in the reasonable belief of the Practice place a client or another person at imminent and serious risk to life, health or safety; or
3. the client's prior approval has been obtained to:
 - a. provide a written report to another agency or professional, e.g., a GP or a lawyer; or
 - b. discuss the material with another person, e.g. a parent, employer, health provider, or third-party funder; or
 - c. disclose the information in another way; or
 - d. disclose to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

Clients' personal information is not disclosed to overseas recipients unless the client consents or such disclosure is otherwise required by law. Clients' personal information will not be used for any other purpose than those within this policy, the provision of psychological services consented to, and those required by law. The information will not be sold or rented. In the event that unauthorised access, disclosure or loss of a

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client's personal information occurs, the practice will use all reasonable endeavours to minimise any risk of consequential serious harm.

Requests for access and correction to client information

Clients may request to see and correct their personal information about them kept on file with appropriate evidence to ensure accurate and up-to-date records. The psychologist may discuss the contents with them and/or give them a copy, subject to the exceptions in the Privacy Act 1988 (Cth). If satisfied that personal information is inaccurate, out of date or incomplete, reasonable steps will be taken in the circumstances to ensure that this information is corrected. All requests by clients for access to or correction of personal information held about them should be lodged with the practice in writing. These requests will be responded to in writing within 30 days and an appointment will be made, if necessary, for clarification purposes.

Concerns

If clients have a concern about the management of their personal information, they may inform Insight to Action Clinical Psychology. See the Australian Privacy Principles on the Office of the Australian Information Commissioner website here oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles

The Australian Privacy Principles describe clients' rights and how their personal information should be handled. Ultimately, if clients wish to lodge a formal complaint about the use of, disclosure of, or access to, their personal information, they may do so with the Office of the Australian Information Commissioner by phone on 1300 363 992 or online at Privacy complaints - Home (oaic.gov.au).