

## Privacy Policy for Management of Personal Information

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This document describes the Right Mind Psychology (RMP) privacy policy for the management of clients' personal information. This policy is informed and guided by the legal requirements of the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

### Client information

Client files are secured and accessible only to the psychologist. The information on each file consists of personal information including name, date of birth, address, contact phone numbers, medical history, and other personal information collected as part of providing a psychological service.

### How clients' personal information is collected

A client's personal information is collected in a number of ways. Personal information is gathered when the client talks to the psychologist, provides information directly to the psychologist using hardcopy forms, when corresponding and by email and when other health practitioners including GPs provide information to the psychologist via referrals, correspondence and medical reports.

### Consequence of not providing personal information

If the client does not want their personal information collected in the way anticipated by this privacy policy, RMP may not be able to provide psychological services. Clients may request and be granted a right to be anonymous or use a pseudonym, unless it is impracticable for RMP to deal with such a client or if RMP is required by law to deal with identified individuals only. However, in most cases it will not be possible for the client to be anonymous or to use a pseudonym.

### Purpose of holding 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 issue. The personal information is retained in order to document what happens during sessions to enable the psychologist to provide a relevant, informed and consistent psychological service. De-identified and anonymised information may also be used for statistical purposes to answer service questions like how many clients of a particular gender or age were provided services over a specified time period.

## Disclosure of personal information

Clients' personal information will not be disclosed except when:

- It is subpoenaed by a court;
- Failure to disclose would, in the reasonable belief of the psychologist, place the client or another person at serious risk to life, health or safety;
- The client's prior approval has been obtained to:
  - Provide a written report to another professional or agency;
  - Discuss the information with another person (eg. a parent, employer or health provider);
  - Disclose the information in another way; or
- A client would reasonably expect personal information to be disclosed to another professional or agency (eg. the referring GP) and disclosure is for a reason which is directly related to the primary purpose for which the personal information was collected;
- Disclosure is otherwise required or authorised by law.

A client's 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, sold, rented or disclosed for any other purpose not included in this privacy policy.

## Requests for access and correction to client information

Clients may request to view and correct their personal information on file. The psychologist may discuss the information with clients and/or provide a copy, subject to the exceptions in the Privacy Act 1988 (Cth). If satisfied that information is inaccurate, out of date or incomplete, reasonable steps will be taken to ensure this information is corrected. Requests by clients for access or correction of personal information should be lodged with the psychologist. Requests will be responded to within 30 days. An appointment may be made if necessary for clarification.

## Concerns

If clients have a concern about management of their personal information, they may first inform their psychologist. Clients can view the [Australian Privacy Principles](#), which describe their rights and how their personal information should be handled. If clients wish to lodge a complaint about use, disclosure, or access to their personal information, they may do so with the Office of the Australian Information Commissioner by phone 1300 363 992, [online](#) or by post to Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.