



CENTRAL PSYCHOLOGY SERVICES

PRIVACY POLICY

Current as of February 2024

Review Date August 2024

Introduction

This privacy policy is to provide information to you, our client, on how your personal information (which includes your health information) is collected and used within our practice, Central Psychology Services, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary?

When you register as a client of our practice, you provide consent for our psychologist's and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, and share your personal information?

Our practice will need to collect and gather your personal information to provide psychological services to you, which includes assessing, diagnosing, and treating a client's presenting issue. Personal information is retained to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service. We also use it for directly related business activities, such as financial claims and payments, practice audits, and business processes (e.g. staff training).

What personal information do we collect?

The information we collect about you includes your:

- Names, date of birth, addresses, contact details.
- Medical information including medical history, medications, allergies, adverse events, social history, family history, and risk factors.
- Medicare number (where available and applicable) for identification and claiming purposes.
- Healthcare identifiers.
- Health fund details.

Dealing with us anonymously.

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several ways during psychological consultation. This includes:

1. When you make your first appointment, our practice staff will collect your personal and demographic information via your registration form. This includes hardcopy forms and correspondence via email.



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2. During the provision of medical services, we may collect further personal information from other health practitioners and third parties in the form of referrals, correspondence and medical reports.
3. We may also collect your personal information when you send us an email, SMS, or telephone us.
4. In some circumstances, personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - Your guardian or responsible person.
 - Other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, and pathology and diagnostic imaging services.
 - Your health fund, Medicare, or the Department of Veterans Affairs (as necessary).

If a client does not wish for their personal information to be collected in this way anticipated by this Privacy Policy, Central Psychology Services may not be able to provide the psychological service to the client.

When, why, and with whom do we share your personal information?

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:

1. it is subpoenaed by a court; or
2. there is a reasonable belief that failure to disclose the information would place you or another person at serious risk to life, health or safety; or
3. to assist in locating a missing person
4. there is a reasonable belief that failure to disclose the information would place a person under the age of 18 at risk; or
5. your prior approval has been obtained to
 - a) provide a written report to another professional or agency. e.g., a GP or a lawyer; or
 - b) discuss the material with another person, e.g. a parent, employer, or health provider; or
 - c) disclose the information in another way; or
6. you would reasonably expect your personal information to be disclosed 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; or
7. disclosure is otherwise required or authorised by law.

We will also disclose information to.

1. Third parties who work with our practice for business purposes, such as consultants and information technology providers - these third parties are required to comply with the APP's and this policy.
2. With other healthcare providers.
3. For a confidential dispute resolution process.
4. When there is a statutory requirement to share certain personal information (e.g. some conditions require mandatory notification).
5. During the course of providing medical services e.g. Share Health Summary, Mental Health Plans etc.

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or otherwise described in this policy. Our practice will not share personal information with any third parties without your prior consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.



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Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying the practice in writing.

Our practice may use your personal information to improve the quality of the services we offer to our clients through research and analysis of client data.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. This includes electronic records, client files which are held in a secure filing cabinet as well as an electronic document management system which is accessible only to authorised employees. Our practice stores your information in electronic format through an Electronic Health Record System called Halaxy. This is protected information in a secured environment including the use of strong passwords and confidentiality agreements for all staff and contractors.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges clients may request access to their medical records. The psychologist may discuss the contents with you and/or give you a copy, subject to the exceptions in the Privacy Act 1988 (Cth). We require you to put this request in writing via email and our practice will respond within a reasonable time of up to 30 days. There may be administrative costs involved with this request depending on the medical file and these costs will be advised to you prior to accessing these medical records. An appointment will be made if necessary for clarification purposes.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to admin@centralpsychserv.com.au.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously at Central Psychology Services. You should express any privacy concerns you may have in writing to admin@centralpsychserv.com.au. We will then attempt to resolve it in accordance with our resolution procedure. You may also post your written complaint to Central Psychology Services, 18 Ruthven Avenue, Adelaide SA 5000 addressed to the Practice Manager. Our contact number is 8410 2342. Your complaint will be handled with utmost care, and you will receive a reply within 30 days of receiving this complaint.

You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au/privacy/making-a-privacy-complaint. You may call the OAIC on 1300 363 992 or send a formal written complaint to GPO Box 5218, Sydney, NSW 2001. You may also contact Ombudsmen SA on (08) 8226 8699 who may also assist you with any complaint query.

Privacy and our website.

Please note that we do not collect your data through our website.

Policy review statement.

This privacy policy will be reviewed on a six-monthly basis or in line with any changes with The Privacy Act 1988 or as advised by the Office of the Australian Information Commissioner (OAIC). We will notify you of any changes to this privacy act via our website. This privacy policy is made available at our reception desk on request.