Jessica Saville
Clinical Psychology

Email admin@jscp.com.au
jscp.com.au

Privacy Policy for the Management of Personal Information

This document describes the privacy policy of Jessica Saville for the management of clients' personal information. The psychological service provided is bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Cth).

Management of personal information

This document describes the privacy policy of Jessica Saville for the management of your personal information. The psychological service provided is bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) and the Health Records Act 2001 (Vic).

Personal information

Your information is stored securely and accessed only by your psychologist and the authorised staff or providers of the practice, as required, in accordance with the practice's policies and procedures.

Secure online practice management systems are used to collect and store your personal information, including Halaxy and Novopsych. These platforms comply with Australian Privacy Principles. Please see below links to access further information about the relevant privacy policies of each of these platforms:

- https://www.halaxy.com/privacy/au
- https://novopsych.com.au/security/

The information collected includes your personal details such as name, address and contact phone numbers. As part of providing a psychological service, such as a psychological assessment or treatment, we will also need to collect and record other personal information that is relevant to your current situation. This includes keeping a record of what happens during sessions, any psychological tests you complete, and any information received from others, such as your GP, lawyer or insurance company.

How your personal information is collected

There are a number of ways your personal information is collected, including when:

- You provide information directly to Jessica in your session and in writing such as letters, email or text messages.
- You interact directly with authorised staff and personnel engaged by the practice, such as administrative staff, in accordance with the practice's applicable policies and procedures.
- Other health practitioners, such as your GP, provide personal information to Jessica, through referrals, correspondence and medical reports.
- We receive personal information from other sources, such as lawyers, employers or insurance companies through correspondence or reports.
- If you have concerns that the information recorded is not correct, please discuss your concerns with Jessica.

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Purpose of holding personal information

Your personal information is gathered and used for the purpose of providing a psychological service to you. Your personal information is retained in order to document what happens during sessions and enables Jessica to provide a relevant and informed psychological service to you. This information and record keeping is a necessary part of the services provided and guides treatment.

Consequence of not providing personal information

Psychologists are required to keep clear and accurate client records as part of their professional obligations. If you do not wish for your personal information to be collected, Jessica not be able to provide the psychological service to you. Please discuss any concerns you have with Jessica.

Accessing your personal information

At any stage, you can request to access your personal information kept on file. There may be some exceptions that impact your ability to access the information, which are outlined in the relevant legislation.

If you would like to access your information, please discuss it with Jessica or you can request in writing. All written requests for access to information will be responded to in writing within 30 days and an appointment will be made if necessary for clarification purposes.

Confidentiality of information

Personal information gathered by Jessica will remain confidential except for certain circumstances. In most cases, any sharing of information will only occur with your consent.

Our practice asks for your consent to share information when:

- Sharing information with a family member, guardian or carer.
- Discussing with others, such as your GP, employer, or any agencies which may be paying for your attendance.
- Providing a written report regarding your assessment or treatment to another professional or agency, such as your GP, lawyer or insurance company.
- For disclosing the information in any other way not referenced in this document.

Psychologists are required to consult and receive supervision from colleagues from time to time. If your information is shared in this context, all care is taken to deidentify your information in such a way that you remain anonymous.

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Exceptions to confidentiality

There are times when Jessica may release your information without obtaining your consent such as:

- When a court requires information by issuing a subpoena, or providing information is otherwise required or authorised by law.
- When it is required because the psychologist must make a mandatory report on a concern.
- When the psychologist discloses information because they believe you or someone else is at risk of serious harm.

Data breach policy

In the event that any unauthorised access, disclosure or loss of your personal information occurs Jessica will activate the practice's data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

Requests for access and correction to client information

At any stage you may request to see and correct the personal information about you kept on file. Jessica may discuss the contents with you and/or give you a copy, subject to the exceptions in the Privacy Act 1988 (Cth).

If Jessica is satisfied that your 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 you for access to or correction of personal information held about you should be lodged with Jessica or our administration staff.

All written requests for access to information will be responded to in writing within 30 days and an appointment will be made if necessary for clarification purposes.

Concerns

If you have a concern about the management of your personal information, you may inform your psychologist or our reception staff. Upon request you can obtain a copy of the Australian Privacy Principles, which describe your rights and how your personal information should be handled.

Ultimately, if you wish to lodge a formal complaint about the use of, disclosure of, or access to, your personal information, you may do so with the Office of the Australian Information Commissioner:

- By phone on 1300 363 992.
- Online at https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us
- By post to: Office of the Australian Information Commissioner, GPO Box 5288, Sydney, NSW 2001.