



Privacy and Information Management Policy

1. Policy

Mind Connect Psychology will comply with:

- the Privacy Act 1988 and the Privacy Amendment Act 2012 to protect the privacy of individuals' personal information

This includes having in place systems governing the appropriate collection, use, storage and disclosure of personal information, access to and correction and disposal of that information.

2. Outcome

- Compliance with legislative requirements governing privacy of personal information.
- All Mind Connect Psychology participants are satisfied that their personal information is kept private and only used for the intended purpose

Client information

client/participant files are held securely in our online practice management software. The information on each file includes personal information such as name, address, contact phone numbers, medical history, and other personal information collected as part of providing the psychological service.

How clients' personal information is collected

A client's /participant's personal information is collected in a number of ways during psychological consultation with a psychologist from Mind Connect Psychology, including when the client provides information directly using hardcopy forms, correspondence via email, when the client interacts directly with Mind Connect Psychology employees such as the receptionist, and when other health practitioners provide personal information to Mind Connect Psychology via referrals, correspondence and medical reports.

Consequence of not providing personal information

If the client/participant does not wish for their personal information to be collected in a way anticipated by this Policy, Mind Connect Psychology may not be in a position to provide the psychological service to the client/participant. In some circumstances, clients / participants may request to be anonymous or to use a pseudonym, unless it is impracticable for Mind Connect Psychology to deal with the client /participant or if Mind Connect Psychology is required or authorised by law to deal with identified individuals.

Purpose of holding personal information

A client's / participant's personal information is gathered and used for the purpose of providing psychological services, which includes assessing, diagnosing and treating a client's / participant's presenting issue. The personal information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

Disclosure of personal information

Clients'/Participant's 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 Mind Connect Psychology place a client/participant or another person at serious risk to life, health or safety; or
3. the client's/participant'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.

A client's/participant's personal information is not disclosed to overseas recipients, unless the client/participant consents or such disclosure is otherwise required by law. Client's/Participant's personal information will not be used, sold, rented or disclosed for any other purpose.

In the event that unauthorised access, disclosure or loss of a client's/participant's personal information occurs Mind Connect Psychology will use all reasonable endeavours to minimise any risk of consequential serious harm.

Using client/participant information for other purposes

Under no circumstances will Mind Connect Psychology use personal details for purposes other than stated above, unless specific written consent is given by the participant or their representative.

Requests for access and correction to client information

At any stage clients/participants may request to see and correct the personal information about them kept on file. The psychologist may discuss the contents with them and/or give them a copy, subject to the exceptions in the Privacy Act 1988 (Cth) and Privacy Amendment Act 2012. 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 their nominated psychologist. These requests will be responded to in writing within 20 days, and an appointment will be made if necessary for clarification purposes.

Concerns

If clients / participants have a concern about the management of their personal information, they may inform Mind Connect Psychology. This can be done through multiple mechanisms including conversations with psychologists, phone calls, emails, website and our *Complaints, Compliments and Feedback Form*.

Upon request they can obtain a copy of the Australian Privacy Principles, which describe their rights and how their personal information should be handled. Ultimately, if clients / participants 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, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.

NDIS participants may also complain directly to the Contact of the NDIS Quality and Safeguards Commission via phone 1800 035 544 or by filling in an [online complaint form](#).