

Privacy Policy

About this policy

Sydney Clinical Psychology respects your privacy and keeps your personal and health information confidential. This policy explains what we collect, why, and how we protect it.

We comply with the *Privacy Act 1988* (Cth), including the Australian Privacy Principles, and the *Health Records and Information Privacy Act 2002* (NSW). Psychologists working at the practice are also bound by the Psychology Board of Australia's code of conduct and the APS Code of Ethics.

What we collect

We collect only the information we need to provide you with care. This may include:

- Your name, date of birth, address, phone, email and emergency contact details
- Medicare, private health insurance, DVA, NDIS, workers compensation or other funding details
- Referral letters, reports and Mental Health Care Plans
- Your personal and medical history, assessment results, session notes and reports
- Payment and billing records

We usually collect information directly from you, at intake and during sessions. We may also collect it from your GP, psychiatrist or other treating practitioners, or from a third-party funder that has referred you.

How we use and share it

We use your information to help you, communicate with you, process payments and rebates, and meet our legal and professional obligations.

We will only share your information:

- With your referrer
- With other health care professionals involved in your care, with your consent
- As required under a Mental Health Care Plan
- As required as part of an insurance claim
- With Medicare, your health fund or another funder, to process claims
- Where there is a serious threat to your life, health or safety, or that of someone else
- Where required by law, such as a subpoena, court order or mandatory reporting obligation
- With another appropriately qualified clinician as part of professional supervision

Practice staff and trusted service providers, such as our IT, practice-management and billing systems, may access information only as needed to support the running of the practice and your care. They must keep it confidential.

Storage and security

Your records are stored electronically in secure, password-protected practice-management software. Where our software providers store data in the cloud, we choose providers that meet Australian privacy requirements.

As required by NSW law, we keep adult records for at least seven years after your last appointment. Records for a person seen under 18 are kept until they turn twenty-five. After that, records are securely destroyed.

If a data breach is likely to cause you serious harm, we will notify you and the Office of the Australian Information Commissioner, as required by the Notifiable Data Breaches scheme.

Access, corrections and complaints

You can ask to see or get a copy of your records or ask us to correct information that is wrong. Please make your request in writing. We will respond within thirty days. In rare cases we may limit access, for example where it could put someone at risk, and we will explain why. A reasonable fee may apply for copying or sending your file.

If you have a privacy concern, please contact us first and we will try to resolve it within 30 days. If you are not satisfied, you can contact:

- Office of the Australian Information Commissioner: [oaic.gov.au](https://www.oaic.gov.au), 1300 363 992
- NSW Information and Privacy Commission: [ipc.nsw.gov.au](https://www.ipc.nsw.gov.au), 1800 472 679

We may update this policy from time to time. The current version is available at reception and on our website.