

PRIVACY POLICY

This document describes the Privacy Policy of Rachel Aves (Psychologist) for the management, collection, use and disclosure of a client's personal information. The psychological services provided by Rachel Aves are governed by the legal requirements of the Australian Privacy Principles and the *Privacy Act 1988*(Cth) ("the Act").

Client information

Client notes are held on Power Diary, which is a secure private practice software. For more information regarding Power Diary please see the [Terms of Use](#) and [Privacy Policy](#). Your clinical notes are only accessible by your clinician. Client information has the meaning given to it under the Act, and on each client file may include personal information such as your name, address, contact phone number, medical history, and other personal information collected as part of providing the psychological service including emails, chat records, and text messages.

How clients' personal information is collected

A client's personal information is collected in a number of ways during psychological consultation with Rachel Aves, including when the client provides information directly to Rachel Aves using hardcopy forms, through your access and use of Rachel Aves' website, and when other health practitioners provide personal information to Rachel Aves during the course of a session, including via referrals, correspondence and medical reports.

Consequence of not providing personal information

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

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 concerns. During your treatment you may also be asked to complete a short survey which will be used for service development and marketing. All personal information is retained in order to document what happens during sessions and to enable the psychologist to provide a relevant and informed psychological service.

Disclosure of personal information

A client's personal information will remain confidential unless:

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 Rachel Aves place a client or another person at serious risk to life, health or safety; or
3. the client's prior approval has been obtained to:
 1. provide a written report to another agency or professional, e.g., a GP or a lawyer; or

2. discuss the material with another person, e.g. a parent, employer, health provider, or third-party funder; or
3. disclose the information in another way; or
4. 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 personal information is not disclosed to overseas recipients unless the client consents or such disclosure is otherwise required by law. A client's personal information will not be used, sold, rented, disseminated, or disclosed for any other purpose. In the event that unauthorised access, disclosure or loss of a client's personal information occurs, Rachel Aves will activate its data breach plan and use all reasonable endeavours to minimise the risk of consequential serious harm.

Requests for access and correction to client information

At any stage clients may request to view and correct the personal information about them kept on file. Rachel Aves may discuss the contents with them and/or give them a copy, subject to any exceptions in the Privacy Act 1988. 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 in writing to contact@rapsychology.com.au. These requests will be responded to in writing within 30 days, and an appointment will be made if necessary, for clarification purposes.

Links

Our website may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practice of any third party website and we are not responsible for the privacy policies or the content of any third party website.

Concerns

If a client has a concern about the management or use of their personal information or privacy, they should contact Rachel Aves at the details on this document. 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 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.

Changes to our Privacy Policy

This Privacy Policy may change from time to time and noted in this document.