

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").

Personal and sensitive information

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, text messages, and other forms of correspondence.

Sensitive information is defined in the Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Sensitive information will only be used for the primary purpose for which it was obtained and only shared with your consent or when required or authorised by law.

How clients' personal information is collected

Your personal information is collected in a number of ways during psychological consultation with Rachel Aves, including when you provide information directly to Rachel Aves using forms, through your access and use of Rachel Aves' website, and when other health practitioners provide personal information relevant to treatment to Rachel Aves, including via referrals, correspondence, and medical reports.

Purpose of holding personal information

Your personal information is gathered and used for the purpose of Rachel Aves providing psychological services, which includes assessing, diagnosing, and treating presenting concerns. All personal information is retained in order to provide a relevant and informed psychological service in accordance with legal and ethical principles.

When personal information is collected, where appropriate and possible, it will be explained to you why your information is being collected and how it will be used.

Storage and security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. Client information, including clinical notes, are stored on Zanda, which is a secure private practice software. For more information regarding Zanda, please see their [privacy policy](#) and [terms of use](#).

When your personal information is no longer needed for the purpose for which it was obtained, reasonable steps will be taken to destroy or permanently de-identify it. However, most of the personal information will be stored in client files kept for a minimum of 7 years.

Consequence of not providing personal information

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

Maintaining the quality of your personal information

It is an important to Rachel Aves that your personal information is up to date. Rachel Aves will take reasonable steps to make sure that your personal information is accurate, complete and up-to-date. If you find that the information on file is not up to date or is inaccurate, please advise Rachel Aves as soon as practicable so your records can be updated.

Access to your personal information

You may access the personal information Rachel Aves holds about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please send a written request to contact@rapsychology.com.au. Requests will be responded to in writing within 30 days, and an appointment may be made if necessary, for clarification purposes.

You will not be charged a fee for your access request, but may charged an administrative fee for providing a copy of your personal information. In order to protect your personal information you may be required to provide identification before your information can be released.

Third Party Links

Rachel Aves' website, correspondence, and other forms of communication may contain links to websites or resources operated by third parties. Rachel Aves makes no representations or warranties in relation to the privacy practice of any third party websites and is not responsible for the privacy policies or the content of any third party website or resources.

Privacy policy complaints and queries

If you have any queries or complaints pertaining to this privacy policy, please contact Rachel Aves using the details above.

Policy updates

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