



Privacy and Confidentiality Policy

Rayze Pty Ltd trading as Supersaurus, ABN: 20 640 717 540 ("us", "we" or "our") respects the importance of privacy and your right to understand how your personal information ("data") is collected, used, and handled. Our Privacy Policy aligns with the Australian Privacy Principles as set out in the Privacy Act 1988 (Cth). This policy applies to our website and the products and services provided by us.

Key Terms:

- Personal information: Any identifiable information which might include (but is not limited to) your legal name, address, and contact information such as your phone number and email address.
- Sensitive information: Information about a person's racial or ethnic background, political opinions, religious beliefs or affiliations, membership of a political organisation, memberships of a professional or trade association, philosophical beliefs, sexual orientation or practices, criminal record, or health information.

Collection of Information

To provide services to you we collect Personal Information, such as your contact details, including your name, email address and contact phone number, your business or company name; your payment and billing information, which we use to bill you for the services and to process your payments, including credit card details. We may also collect details of conversations we have had with you or any other information relevant to us.

Through our website and services, we collect information that is often not personally identifiable, such as IP addresses, browser type and other information relating to the device through which these online services are accessed.

With your consent, Supersaurus also collects Sensitive Information about you such as medical reports, psychology and school reports, referrals, medication, health history and other important health information. This information is a *necessary* part of the psychological assessment and treatment services provided to you.

Information Handling: Access, Use, and Accuracy

At any stage you are entitled to access the information about you kept on file unless the relevant legislation provides otherwise. Your therapist will discuss appropriate forms of access. All requests by clients for access to or correction of personal information held about them should be lodged with Supersaurus in writing via email. These requests will be responded to in writing within 30 days, and an appointment made if necessary for clarification purposes.

We encourage you to maintain the accuracy of information provided to us and updates where changes may affect service provision (for example contact number or change of address).

The information gathered as part of the assessment, diagnosis and intervention/therapy of each client is seen only by the psychologist and Supersaurus administration; all of whom are bound by Supersaurus Privacy and Confidentiality policies.



Mandatory Reporting

Our therapists are mandatory reporters in relation to concerns about a child's welfare. This means they have a legal requirement to report a reasonable belief of child physical or sexual abuse to child protection authorities, with or without notifying you and with or without your consent.

Separated parents

Where both parents have legal responsibility for a child/dependent, they are both able to request and access information about psychological services provided by Supersaurus. It is a parent's obligation to advise us of the current family situation, this includes disclosure of pending or upcoming Family Court proceedings and providing copies of Court Orders.

We expect separated parents work together, respectfully, to cooperatively support psychological service provision and the best interests of the child(ren). Where both parents are present in the child's life, it is best practice for psychologists to gather information from both parents.

When your information will be shared:

Your Personal and Sensitive Information is kept **secure and confidential** unless:

- It is subpoenaed by a court; or
- Failure to disclose the information would, in the reasonable belief of Supersaurus, place you, the client, or another person at serious risk to life, health or safety; or
- Your prior approval has been given to provide a report, share or discuss material with another professional (for example a teacher, paediatrician, or GP), person (for example a parent, healthcare provider, or the NDIS), or disclose information in another way; or
- Disclosure of information is directly related to the primary purpose for which your personal information was collected, and service provided (for example in the course of an assessment provided with Medicare CND rebates or for a Single Expert Witness Family Court Report); or
- Disclosure is otherwise required or authorised by law (such as, but not limited to mandatory reporting).

Consequence of not providing personal information

If you do not wish for your personal information to be collected in the way outlined in the Supersaurus Service Agreement and this Privacy and Confidentiality Policy, Supersaurus may not be in a position to provide psychological services. You may request to be anonymous or to use a pseudonym unless it is impracticable for Supersaurus. In most cases it is not possible to be anonymous or use a pseudonym. Supersaurus is required and/or authorised by law to deal with identified individuals.



Professional Supervision

Supersaurus therapists are encouraged to seek regular professional supervision to ensure an extensive approach to informed psychological service provision. Client information shared for case consultation and supervision will be handled sensitively, with no identifying information shared unless it is directly relevant to discussion. All registered psychologists in Australia are bound by the same professional, ethical, and legal obligations. Information shared during professional supervision is bound by Supersaurus confidentiality and privacy policies.

Your personal information will not be used, sold, rented or disclosed for any other purpose.

Artificial Intelligence (AI) Tools

Supersaurus may use AI systems to assist in providing our services. Any information input into an AI system, as well as the output data generated, will be handled in accordance with the Australian Privacy Principles (APPs). Our use of AI is transparent, with clear information available about how AI is used and who has access to the data. Personal information is not entered into publicly available AI tools for any reason due to privacy risks.

Whenever AI is used, personal data is de-identified.

Telehealth

For Telehealth consultations you will need access to a quiet, private space; use an appropriate device (smartphone, laptop, tablet, computer; with a camera, microphone and speakers) and have a reliable internet connection. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used.

To support the security of your personal information Supersaurus uses a professional MS Teams account which is compliant with the Australian standards for online security and encryption.

Data Security and Storage

Supersaurus take reasonable steps to protect your personal and sensitive information from misuse, loss, unauthorised access, and modification or disclosure. We use commercially reasonable physical, technical and administrative measures to protect Personal Information that we hold, including, where appropriate, password protection, and data encryption.

Despite our best efforts, no data security systems guarantee 100% security all the time. We cannot guarantee the security of any information transmitted to us via the internet and such transmission is at your risk. You are solely responsible for maintaining the confidentiality of any passwords and other account information pertaining to any apps, software, platforms or services used through your involvement with Supersaurus.



Client files are securely stored either electronically or in a locked filing cabinet during service provision. Personal information may be stored electronically through third party data centres that may be located overseas, or in physical storage at our premises. When service provision is complete, all client files are digitised and stored electronically on a secure Australian-based server.

During digitisation (the process of transferring hardcopy files to the electronic storage system), all physical documents with private and sensitive information are disposed of using a secure document shredding bin service. This bin is locked at all times and the contents are securely shredded and disposed of regularly.

Personal and Sensitive Information is kept to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service. Supersaurus is required to keep all client files for a period of at least 7 years (for clients aged 18 years and over), or until a child turns 25 years old.

Documents requiring electronic signature will be emailed using AdobeSign. Clinical notes are stored in Halaxy. All other files are stored in OneDrive.

Social Media

In line with the social media guidelines proposed by the Psychology Board of Australia, Supersaurus psychologists do not connect via social media or personally with clients outside of their professional work role. You are more than welcome to connect Supersaurus social media accounts for news, resources, and information.

Social Contact

If you or your child/dependent encounter your Supersaurus therapist out in the community (e.g., at a shopping centre) Supersaurus therapist will respect your privacy, not initiate contact, and will be guided by your preferences for interaction.

Anonymous Data in Research

Supersaurus undertakes ongoing research into learning, development, and behaviour. We do not use any private or identifying information in our research projects, only anonymous information ("data") such as age, gender and test scores. Our research is designed to improve assessment, diagnosis and intervention options for young people and their families.



APS Charter for Clients of Psychologists

The Australian Psychological Society (APS) explains your rights as a client of a psychologist. You are encouraged to access the charter by clicking [here](#).

Marketing

As outlined in the Supersaurus Service Agreement, we periodically send promotional emails with information and tips as well as details of new and available services. We do not provide your personal information to other organisations for the purposes of direct marketing. You can stop receiving these promotional emails at any time by following the opt-out instructions contained in these emails.

If you receive communications from us that you do not believe is in accordance with this Privacy Policy, or in breach of any law, please contact us using the details below.

Complaints and Enquiries

If you have any questions or complaints regarding privacy, please contact us on 1300 24 00 32 or email admin@supersaurus.com.au.

Authorised by Kelly Ritchie, Director

Last updated: January 2025