



## Privacy Policy

### Policy Purpose

The Psych Collective Clinic Pty Ltd ("the Clinic", "we", "us") is committed to protecting the privacy and confidentiality of personal and health information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and applicable state health records legislation, including the **NSW Health Records and Information Privacy Act 2002**.

This Privacy Policy explains how we **collect, use, store, and disclose personal information**.

### 1. What Personal Information We Collect

We may collect the following types of personal information:

#### Personal Information

- Name
- Date of birth
- Address
- Phone number
- Email address
- Emergency contact details
- GP details
- Employment information (where relevant to treatment)

#### Sensitive Information (Health Information)

- Mental health history
- Medical history
- Medication information
- Psychological assessments
- Therapy notes and session content
- Risk assessments
- Reports and correspondence
- Referral information
- Information relating to trauma exposure, Defence service, or operational history where relevant to treatment

Sensitive information is collected only where necessary to provide psychological services.

#### Billing Information

- Card details for automated payments for Medicare and private billing clients
- Insurance details for workers compensation claims, including details of claim numbers and case managers
- Medicare DVA numbers for processing rebates
- Approval details for ADF and Open Arms members, includes DAN and EPID

## 2. How We Collect Personal Information

We collect personal information in the following ways:

- Referral forms (GP, psychiatrist, DVA, insurer, case manager)
- Online forms (e.g., Jotform)
- Intake forms and consent forms
- During therapy sessions
- Email correspondence
- Phone calls
- Reports or documents provided by third parties (e.g., DVA, insurers, treating doctors)
- Session transcription software used for clinical documentation
- Practice management software used for scheduling, billing, and clinical records

Where possible, we collect information **directly from the client**. In some cases, we may collect information from third parties where consent has been provided or where authorised by law.

## 3. Why We Collect Personal Information

We collect, use, and hold personal information for the following purposes:

- To provide psychological assessment and treatment
- To communicate with you about appointments and services
- To prepare reports and clinical documentation
- To communicate with referring doctors, psychiatrists, insurers, case managers, or DVA where consent has been provided
- To process billing, Medicare, or DVA claims
- To manage clinic operations and administration
- To comply with legal and regulatory obligations

We only collect information that is **reasonably necessary** to provide our services.

## 4. How We Store and Protect Personal Information

The Clinic uses secure electronic systems to store personal and health information, including:

- **Halaxy** – Practice management software used for appointments, billing, clinical notes, and correspondence.
  - Data entered into Halaxy is stored on Australian servers and MFA is enabled
- **NovoNote** – Clinical transcription software used to assist with documenting therapy sessions.
  - Data entered into Novo Note is stored on Australian servers and MFA is enabled
- **Google Workspace** - Secure email systems
  - Our Google account is HIPPA compliant with MFA.
- **Jotform** -Used to collect online enquiries through the Contact Us forms on our website.
  - Our Jotform account is HIPPA compliant with MFA.
- We do not retain any physical records. All paperwork provided is scanned into Halaxy and then shredded.

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure, including:

- Password-protected systems
- Multi-factor authentication where available
- Locked computers and devices
- Secure storage of paper records
- Staff training on confidentiality and privacy

- Secure disposal and shredding of paper records
- Deletion of transcription data after clinical use where appropriate

## 5. Disclosure of Personal Information

We may disclose personal information to:

- Referring GPs or psychiatrists
- Treating medical practitioners
- Defence-related services (e.g., DVA) where relevant
- Case managers or insurers (where consent is provided)
- Other health professionals involved in your care
- Medicare or DVA for billing purposes
- IT service providers and practice management software providers (who store data securely on our behalf)
- Legal bodies if required by law (e.g., subpoena, mandatory reporting)

We **do not sell or trade personal information**.

We only disclose information:

- With your consent, or
- Where required or authorised by law.

## 6. Overseas Disclosure

Some of the software systems used by the Clinic may store data on servers located overseas. Where this occurs, we take reasonable steps to ensure that the provider complies with Australian privacy standards and confidentiality obligations.

## 7. Data Breaches

The Psych Collective Clinic has a separate policy relating to potential data breaches. If a data breach occurs that is likely to result in serious harm, the Clinic will follow the **Notifiable Data Breaches Scheme** under the Privacy Act.

This includes:

- Assessing the breach
- Notifying affected individuals
- Notifying the Office of the Australian Information Commissioner (OAIC) where required

## 8. Complaints About Privacy

If you believe your privacy has been breached, you may lodge a complaint with the Clinic.

### Contact:

The Psych Collective Clinic Pty Ltd

Phone: 0449 949 181

Alternatively, you can email us through the Contact Us page on our website [www.thepsychcollective.com](http://www.thepsychcollective.com)

If you are not satisfied with our response, you may contact the:

### Office of the Australian Information Commissioner (OAIC)

Website: <https://www.oaic.gov.au/>

## 9. Policy Review

This Privacy Policy is reviewed regularly to ensure compliance with Australian privacy laws and health records legislation.