



Privacy policy for management of personal information

This document describes the Mosaic Psychology privacy policy for the management of clients' personal information. The psychological service provided is bound by the legal requirements of the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth).

Client information

Client files are held in a secure filing cabinet which can only be accessed by authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, medical history, and other personal information collected as part of providing the psychological service.

How clients' personal information is collected

A client's personal information is collected in a number of ways during psychological consultation with Mosaic Psychology, including (but not limited to):

- a) hardcopy forms;
- b) client correspondence via email;
- c) electronic forms (e.g. via the Mosaic Psychology website);
- d) when the client interacts directly with the psychologist; and
- e) correspondence with other health practitioners (e.g. via referrals, phone/email/fax correspondence, medical reports, etc.).

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, Mosaic Psychology may not be in a position to provide the psychological service to the client. Clients may request to be anonymous or to use a pseudonym, unless it is impracticable for Mosaic Psychology to deal with the client or if Mosaic Psychology is required or authorised by law to deal with identified individuals. In most cases, it will not be possible for the



client to be anonymous or to use a pseudonym. If the specific psychologist agrees to the client being anonymous or using a pseudonym, the client must pay consultation fees at the time of the appointment.

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 issue. The personal information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

Disclosure of personal information

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:

- 1) it is subpoenaed by a court; or
- 2) failure to disclose the information would, in the reasonable belief of Mosaic Psychology, place a client or another person at serious risk to life, health or safety; or
- 3) a client's prior approval has been obtained to:
 - a. provide a written report to another professional or agency (e.g., a GP or a lawyer);
or
 - b. discuss the material with another person, (e.g. a parent or health provider); or
 - c. disclose the information in another way; or
- 4) there is reasonable expectation that a client's personal information may be disclosed to another professional or agency (e.g. the client's GP), and disclosure of the client's personal information to that third party is for a purpose which is directly related to the primary purpose for which the client's personal information was collected; or
- 5) disclosure is otherwise required or authorised by law.



Clients' personal information is not disclosed to overseas recipients, unless:

- 1) a client consents to this; or
- 2) such disclosure is otherwise required by law.

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

Requests for access and correction to client information

At any stage, clients may request to see and correct the personal information about them kept on file.

The psychologist may discuss the contents with them and/or give them a copy, subject to the exceptions in the *Privacy Act 1988* (Cth). If satisfied that personal information is inaccurate, out of date or incomplete, reasonable steps will be taken to ensure that this information is corrected.

All requests by clients for access to, or correction of, personal information held about them should be made in writing to Mosaic Psychology. These requests will be responded to in writing within 30 days and an appointment will be made if necessary for clarification purposes.

Concerns

If clients have a concern about the management of their personal information, they may inform Mosaic Psychology.

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 via phone, post, or the website.

Office of the Australian Information Commissioner

GPO Box 5218,

Sydney, NSW 2001

1300 363 992

<http://www.oaic.gov.au/privacy/making-a-privacy-complaint>