

## **Privacy Policy for Management of Personal Information**

This document describes the privacy policy of Rise & Thrive Psychology Pty Ltd for the management of clients' personal information. The mental health service is bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). Client information and files are held in a secure electronic online practice management software (e.g., Power Diary) which is accessible only to authorised Rise & Thrive Psychology Pty Ltd personnel. The information on each file includes personal information such as name, email address, contact phone numbers and other personal information collected as part of providing our service (e.g., assessment data). More information about Power Diary's privacy policy can be found online at <https://www.powerdiary.com/au/privacy-policy/>

### **How clients' personal information is collected:**

A clients' personal information is collected in a number of ways including when the client provides information directly using hardcopy forms, correspondence via email, when the client interacts directly with Rise & Thrive Psychology Pty Ltd personnel, and when other health professionals provide personal information to Rise & Thrive Pty Ltd (e.g., via referrals). 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, Rise & Thrive Psychology Pty Ltd may not be in a position to provide service to the client.

### **Purpose of holding personal information:**

A client's personal information is gathered and used for the purpose of providing mental health service, which includes assessment and evaluation. The personal information is retained in order to document what happens during sessions, and enables Rise & Thrive Psychology Pty Ltd to provide a relevant and informed service and to comply with governing body record keeping requirements.

### **Disclosure of personal information:**

Clients' personal information will remain confidential except when:

1. It is subpoenaed by a court, or disclosure is otherwise required or authorised by law.
2. Failure to disclose the information would in the reasonable belief of Rise & Thrive Psychology Pty Ltd, place you or another person at serious risk of life, health or safety; or
3. Your prior approval has been obtained to:
  - a) provide a written report to another professional or agency. (e.g., your GP); or
  - b) discuss the material with another person. (e.g. your partner); or
  - c) disclose the personal information in another way; or

d) 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.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purposes. In the event that unauthorised access, disclosure or loss of a client's personal information occurs, Rise & Thrive Psychology Pty Ltd will activate its Data Breach Plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

### **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. Rise & Thrive Psychology Pty Ltd 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 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 with Rise & Thrive Psychology Pty Ltd. These requests will be responded to in writing within 30 days, and an appointment will be made if necessary for clarification purposes.

### **If clients have a concern about the management of their personal information:**

They may inform Rise & Thrive Psychology Pty Ltd. 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.

### **Virtual platform:**

Rise & Thrive Psychology Pty Ltd conduct telehealth sessions via the Power Diary platform. Power Diary is a HIPAA compliant software which is secure, encrypted peer-to-peer sessions. More information regarding Power Diary's privacy and compliance can be found online at <https://support.powerdiary.com/article/240-power-diary-telehealth-security-privacy-and-compliance>

Rise & Thrive Psychology Pty Ltd make a commitment that we will undertake our telehealth sessions in a private setting where others cannot hear your information. We recommend that you also find a private setting where you feel comfortable too. It is important that steps are made by you to protect your information.

You can contact Rise & Thrive Psychology Pty Ltd about your privacy by email at [admin@riseandthrivepsychology.com.au](mailto:admin@riseandthrivepsychology.com.au)

Effective from November 2023.