



Lifespan Psychology Centre, ABN: 53402095408 (“us”, “we”, or “our”) recognises the importance of your privacy and respects your right to control how your personal information is collected and used.

Privacy Policy for Management of Personal Information

This document describes the privacy policy of Lifespan Psychology Centre 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*.

Client information

Lifespan Psychology Centre is committed to ensuring that the information you provide to us is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your information. The information on 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 several ways during psychological consultation at Lifespan Psychology Centre. The use of hardcopy forms, correspondence via email, when the client interacts directly with Lifespan Psychology Centre employees such as the office manager, and when other health practitioners provide personal information to Lifespan Psychology Centre, via referrals, correspondence, and medical reports.

Online collection

When you interact with our website, we strive to make your experience easy and meaningful. We, or our third-party service providers, may use cookies, web beacons (clear GIFs, web bugs) and similar technologies to track site visitor activity and collect site data. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service. If we identify you with this information, any use or disclosure of that information will be in accordance with this Privacy Policy.

At times, our Site may contain links to other, third-party websites. Any access to and use of such linked websites is not governed by this Privacy Policy, but, instead, is governed by the privacy policies of those third-party websites. We are not responsible for the information practices of such third-party websites.

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, Lifespan psychology Centre may not be in a position to provide the psychological service to the client. In some circumstances, clients may request to be anonymous or to use a pseudonym, unless it is impracticable for Lifespan Psychology Centre to deal with the client or if Lifespan Psychology Centre is required or authorised by law to deal with identified individuals.

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 concern. 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

Clients' personal information will remain confidential except when:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would in the reasonable belief of Lifespan psychology Centre place a client or another person at serious risk to life, health or safety; or
3. the client's prior approval has been obtained to:
 - a) provide a written report to another agency or professional, e.g., a GP or a lawyer; or
 - b) discuss the material with another person, e.g. a parent, employer, health provider, or third party funder; or
 - c) disclose the 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.

A client's personal information is not disclosed to overseas recipients unless the client consents or such disclosure is otherwise required by law. Clients' personal information will not be used, sold, rented, or disclosed for any other purpose.

In the event that unauthorised access, disclosure or loss of a client's personal information occurs Lifespan Psychology centre will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

If we no longer require the use of your personal information, we will take reasonable steps to destroy or permanently de-identify it.

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. 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 our office manager at admin@lifespancecentre.com.au.

Concerns

If clients have a concern about the management of their personal information, they may inform their clinician, or the office manager. 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.

Coronavirus (COVID-19) reporting requirements

In the event that our staff or any of our clients or visitors contract COVID-19, we may be required to disclose names and contact details of people we have been in contact with to the Australian health protection principal committee (ahppc), as well as the nature of our contact. We will protect your privacy in as much as is possible, whilst giving necessary information.