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Privacy Policy for Management of Personal Information

This document describes the privacy policy of All Child Psychology 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).

The following Privacy Policy is what is agreed to before commencing service at All Child Psychology.

In the course of providing psychological services, All Child Psychology is required to collect and maintain relevant personal information, including, without limitation, a client's name, contact details, medical history, information provided in forms, and information disclosed during communications between the client, the client's parent or guardian, and the psychologist. The collection of such personal information is necessary for the provision of psychological services.

Purpose of collecting and holding information

Personal information is collected as part of psychological services and stored securely in Halaxy, a health practice management system that complies with Commonwealth Government IT security standards. To protect privacy, this information is used only by the assigned psychologist and retained to document sessions and support the delivery of relevant, informed services.

If you do not consent to the collection of your child's personal information as described in this Privacy Policy, All Child Psychology may be unable to provide services. You may request anonymity or the use of a pseudonym unless this is impracticable or the law requires identified individuals. In most cases, anonymity or use of a pseudonym will not be practicable.

Client files are securely stored electronically. All Child Psychology must retain client files until the child turns 25, or for at least 7 years. Physical documents containing confidential information are securely destroyed and disposed of regularly.

Access to client information

At any stage you are entitled to access your child's personal information kept on file, this will be reviewed on a case by case basis and is subject to exceptions in the relevant legislation. All Child Psychology may charge a reasonable fee to reimburse costs incurred for access.

Disclosure of personal information

All personal information gathered by All Child Psychology during the provision of the service 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 the All Child Psychology 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 All Child Psychology will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.