



Privacy Policy for Managing Personal Information

This document outlines the privacy policy for managing clients' personal information by Amy Payne at As Above So Below Therapeutic Services Pty Ltd. The psychological service adheres to the Australian Privacy Principles as stipulated in the Privacy Act 1988.

Client Information:

- Client files are securely encrypted and stored in an electronic document management system, accessible only to authorized personnel.
- Each file contains personal details like name, address, contact numbers, medical history, and other relevant information obtained as part of the psychological service.

Collection of Clients' Personal Information:

- Personal information is gathered during psychological consultations with Amy through various means, including direct input by clients on hardcopy forms, email correspondence, direct interactions, and information provided by referrers and healthcare professionals.

Consequences of Withholding Personal Information:

- If a client opts not to provide personal information as outlined in the Privacy Policy, Amy may be unable to deliver the psychological service.
- Clients can, in some cases, request anonymity or use pseudonyms, unless legal obligations or practical considerations prevent Amy from accommodating such requests.

Purpose of Collecting Personal Information:

- The personal information of a client is collected and utilised to provide psychological services, which involve evaluating, diagnosing, treating and reporting on the client's specific concerns.
- This information is maintained to document session details and enables the psychologist to deliver tailored and informed psychological assistance.

Requests for Access and Correction of Client Information:

- Clients have the right to request access to and correction of their personal information stored in records.
- The psychologist can discuss the content with the clients, provide a copy, adhering to the Privacy Act 1988 exceptions.
- If discrepancies are identified, appropriate steps will be taken to rectify the information.
- All requests for accessing or amending personal information should be directed to Amy by phone or in writing.
- Responses to such requests will be provided in writing within ten working days, with appointments scheduled if necessary for clarification.

Concerns:

- If clients have concerns regarding the handling of their personal information, they can notify Amy.
- Clients can file a formal complaint about the use, disclosure, or access to their personal information with the Office of the Australian Information Commissioner by calling 1300 363 992.

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