

## Privacy Policy

**Effective Date: January 2024**

**Updated: March 2026**

### 1. Introduction:

Welcome to I am ME psychology. We prioritise the confidentiality and privacy of both your personal and health information. This privacy policy outlines how we collect, use, disclose, and manage your personal information in accordance with the Privacy Act 1988 (Cth) and the Health Records Act 2001. The confidentiality commitment to you as our patient remains unaffected by the privacy policy.

By accessing and continuing to use the I am ME psychology website and services, you indicate acceptance of the Privacy Policy. This implies your approval for the collection, use, and disclosure of your personal information by I am ME psychology, as outlined in the terms below.

### 2. Collection of Personal Information:

We collect personal information necessary for providing psychological services. This may include:

- Name, address, and contact details
- Date of birth
- Medical history and relevant health information
- Emergency contact details
- Medicare or health fund details (including credit card details)
- referral information
- correspondence from referrers and other interested parties
- assessment results, reports, case notes, and other information relevant to the service provided.

### 3. How We Collect Information:

Where appropriate and clinically indicative, we will also collect sensitive client health information such as medical history and medication schedules. Client information is gathered through enquiries submitted through our website, authorised third parties (e.g., GP, Paediatricians, schools, allied health service provider), intake and/or consent forms, hard copy forms provided by you, and correspondence received via telephone, email, writing, or in-person.

### 4. Our Website:

We use “cookies” to enhance your experience on our website. Cookies are small pieces of data stored on your device that help us improve the functionality and performance of our site. These cookies may collect information such as your IP address, browser type, and browsing

behaviour. By using our website, you consent to the use of cookies in accordance with our Privacy Policy. You can prevent the use of cookies through your browser settings, but this may affect your ability to use the full functionality of the website.

#### **5. Purpose of Collecting Personal Information:**

We collect personal information for the primary purpose of providing psychological services, documenting the psychological services provided and for administrative purposes, including billing and appointment scheduling.

#### **6. Security and Retention of Personal Information:**

The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology including emails sent and received. We take reasonable steps to protect your personal information from unauthorized access, disclosure, or misuse. Our staff are trained on privacy matters, and we use secure methods to store your information.

I am ME Psychology uses the practice management software, Halaxy and uses Coviu technology for telehealth consultations. Halaxy is a cloud-based health practice management software that provides a platform for healthcare providers to manage their practice and patients. Client files including information gathered and provided throughout the therapeutic process is held in the Halaxy client records management system. Halaxy information is encrypted and stored in a securely protected, off-site data centre.

This practice may also use Heidi Health, an AI-assisted clinical documentation tool, to support the creation of clinical notes from therapy sessions. Heidi Health assists with accurate documentation and administrative efficiency and is used within secure systems in accordance with privacy legislation and professional obligations. Additionally, The practice may use secure digital systems and AI-assisted documentation tools to support administrative and clinical record keeping. These tools are used in accordance with privacy legislation and professional standards, and do not replace the clinical judgement of the treating psychologist.

Coviu is an in-browser technology providing telehealth via secure video consultations. All data transmitted through Coviu platform is encrypted using technology to ensure secure communication. Coviu reports to have high standards of privacy and security for your sensitive information.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers. You can find Halaxy's terms of use and privacy policy here [www.halaxy.com/article/terms/practitioner](http://www.halaxy.com/article/terms/practitioner) and [www.halaxy.com/article/privacy](http://www.halaxy.com/article/privacy). Here are Coviu's Privacy Policy <https://www.coviu.com/en-au/privacy> and Terms of Service <https://www.coviu.com/en-au/terms>. Heidi Health's Privacy Policy and Terms of Use can be found at <https://www.heidihealth.com/privacy> and <https://www.heidihealth.com/terms>.

Access to client information is limited to Therese Melhem or authorised colleagues who are knowledgeable about and bound by the Privacy Act and this policy. I am ME Psychology does not retain any paper/hard copy files; these documents will be returned to you or destroyed securely.

Psychologists are required to maintain adult client information for seven years following the client's last session and until child and adolescent clients reach the age of 25. Upon reaching the point where retention is no longer necessary, the psychologist will securely delete client information from our cloud-based practice management software.

We take reasonable measures to safeguard the personal information we retain, aiming to prevent misuse, loss, unauthorized access, interference, modification, and disclosure. We only retain personal information for the duration required for the intended purpose. However, it is essential to note that no internet transmission is entirely secure. I am ME Psychology does not provide a warranty and cannot guarantee the absolute security of any information transmitted to us online. Individuals choose to do so at their own risk.

### **7. Use and Disclosure of Personal Information:**

We only use and disclose your personal information for the purposes for which it was collected, or as required by law. Your information may be disclosed to other healthcare professionals involved in your care (with your consent) or as required for billing and administrative purposes. Psychologists may also discuss aspects of their clinical work with qualified supervisors or supervisees for the purposes of professional supervision, training, and ensuring high-quality care. In these circumstances, identifying information is minimised wherever possible and confidentiality obligations continue to apply.

Where a referral has been provided (for example from a General Practitioner, paediatrician, or other healthcare professional), the use of that referral is taken as consent for the psychologist to liaise with the referring practitioner as clinically appropriate. This may include providing relevant updates, reports, or documentation required for treatment coordination, care planning, or referral and funding requirements.

Under the following circumstances, we may be required to disclose your personal information:

- To adhere with a legal requirement or if subpoenaed by a court.
- Where failing to disclose personal information, according to the professional judgement of your treating psychologist, would pose a serious risk to yours, or another person's, life, health, or safety.
- After obtaining your informed consent we may disclose your personal information to provide a letter or report to another service provider or organisation (e.g., General Practitioner, Specialist Physician, Allied Health Professional, School, Authorised Third Party), to discuss or share some personal information with someone else (e.g., parent, family member, carer), or to disclose information in another way (e.g., e-mail, in writing).

### **8. Choosing not to disclose personal information**

While you are not obliged to provide us with your personal information, not doing so may impact our ability to provide our psychological services to you. If you do not wish for your personal information to be collected in a way anticipated by this Policy, I am ME psychology may not be able to provide the psychological service to you. You may request to be anonymous or to use a pseudonym, unless it is impracticable for I am ME psychology to deal with you or if (the psychologist is required or authorised by law to deal with identified individuals). In most cases it will not be possible for you to be anonymous or to use a pseudonym.

### **9. Access and Correction:**

You have the right to access the personal information we hold about you and request corrections if necessary. Requests for access or correction should be made in writing to [welcome@iammepsychology.com.au](mailto:welcome@iammepsychology.com.au). Your treating psychologist will assess your request, and we will strive to reply promptly. In the majority of situations, you will be granted access to the personal information, including health details, we have on record about you, unless legal or ethical obligations prohibit us from doing so.

### **10. Requests to Release Information**

You may request the release of your personal information to another practitioner or interested party. Your psychologist will review your request and in most cases release your information accordingly, taking into account any legal or ethical considerations. You will be requested to fill out a records transfer consent form, and standard service fees may be applicable to cover the time required for the preparation of your file, along with any accompanying letters or reports.

### **11. Complaints:**

If you have concerns about the way we handle your personal information or any aspect of the services provided, please contact us via email at [welcome@iammepsychology.com.au](mailto:welcome@iammepsychology.com.au). We take complaints and privacy concerns seriously and will respond within a reasonable timeframe.

We encourage clients to raise concerns directly with the practice so that we have the opportunity to address and resolve the issue in a respectful and timely manner.

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC), which is the independent national regulator for privacy matters in Australia. Complaints regarding professional conduct may also be made to the Australian Health Practitioner Regulation Agency (AHPRA).

### **12. Changes to this Privacy Policy:**

We may update this privacy policy periodically to align with new laws, guidelines, technologies, and/or changes in our procedures. Any revisions to our privacy policy will take effect immediately, and all personal information in our possession will be managed in accordance with our latest privacy policy. The latest version will be available on our website.

### **13. Contact Information:**

For questions or concerns regarding this privacy policy, please contact:

I am ME psychology

[welcome@iammepsychology.com.au](mailto:welcome@iammepsychology.com.au)

[www.iammepsychology.com.au](http://www.iammepsychology.com.au)