**Confidentiality and Privacy Policy**

As part of providing a psychological service to you, we will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the psychological assessment and treatment we provide to you. All information and records regarding you will be kept strictly confidential. The details of our policy for management of personal information, as required by the National Privacy Principles from the Privacy Amendment (private sector) Act 2000 are set out below. We will not normally release any information about you to anyone else, unless you give us a written and signed request to do so. There are some possible exceptions to this rule:

1. If you were referred to us by a doctor or other professional helper, we will usually send a brief report to him/her. This is a customary courtesy to the person making the referral so that he/she knows what is being done for the patient. If you want to see the report before it is sent, please tell us. If you don’t want a report sent, please tell us and we will tell the person making the referral.
2. If you are involved in a court case and we appear on your behalf or if we are subpoenaed to appear, we would not be allowed to withhold from the court any information you have given us.
3. If there is an overriding legal social obligation to do so, we may disclose information to the relevant authorities about the patient’s serious criminal acts.
4. If you indicate that you seriously intend to hurt or end your life or someone else’s, we are obliged to notify potential helper or victims.
5. If you are legally a minor (under 18) we are obliged to keep your parent(s) or guardian(s) informed of your progress, if they ask. However, we are not obliged to give those details of our discussion with you.

If your costs for consulting with us are being paid by a third party (e.g. your employer or insurer), you should have a clear agreement with them regarding their access to the personal information that you provide us. Patient files are held in a secure filing cabinet and on software which is accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, and other information which is relevant to the psychological service being provided. The information is gathered as part of the assessment, diagnosis and treatment of the patient’s condition and is seen only by the psychologist. The information is retained in offer to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service. At any stage you may request to see the information about you kept on file. The psychologist may discuss the contents with you or give you a copy. If you believe any of the information in your file is not accurate, complete or up to date, you can ask us to correct it. All requests by patients for access to information held about them should be lodged with us. These requests will be responded to within 14 days and an appointment will be made in necessary for clarification purposes. If you have a concern about the management of your personal information, please inform us (please refer to your Privacy policy for Management of Personal Information). Upon request you can obtain a copy of the National Privacy Principles, which describes your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992, or at GPO Box 5218, Sydney NSW 1042.

Your records are kept and archived in conjunction with the Australian Psychological Society Ethical guidelines on record keeping – Revised May 2001

**Privacy Policy for Management of Personal Information**

This document describes the privacy policy of Pure Empowerment 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). Client information Client files (hard copies) are held in a secure filing cabinet and on our practice management software Power Diary (and PPINFO pre 1st July 2018) which is accessible only to authorised employees. The information on each 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 a number of ways during psychological consultation with Rachael Willis of Pure Empowerment Psychology , including when the client provides information directly to Rachael Willis of Pure Empowerment Psychology using hardcopy forms, correspondence via email, when the client interacts directly with Pure Empowerment Psychology employees such as the receptionist and when other health practitioners provide personal information to Rachael Willis of Pure Empowerment Psychology, via referrals, correspondence and medical reports. 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, Rachael Willis of Pure Empowerment Psychology 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 Rachael Willis of Pure Empowerment Psychology to deal with the client or if Rachael Willis of Pure Empowerment Psychology 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 issue. 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 the Rachael Willis of Pure Empowerment 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 Rachael Willis of Pure Empowerment Psychology 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. The psychologist 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 Rachael Willis of Pure Empowerment Psychology. These requests will be responded to in writing within 30 days, and an appointment will be made if necessary, for clarification purposes.

**Concerns**

If clients have a concern about the management of their personal information, they may inform Rachael Willis of Pure Empowerment Psychology. 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.