



## ***PRIVACY POLICY OF RACHEL ABRAMSON & ASSOCIATES***

This document summarises the privacy and confidentiality policy of **RACHEL ABRAMSON & ASSOCIATES** for the management of client personal information. This policy is in accordance with the State and Commonwealth legislation, plus amendments, outlining a health service's legal requirements for protecting client privacy.

### **Client Information and Records**

Client information and records are held in a secure filing cabinet (paper-based information) or secure electronic device (electronic-component of information) which is only accessible to the treating practitioner. This information includes personal details (such as full name, DOB, home address, email, mobile contact and preferred contact. It may include other personal information, depending on the nature of the psychological service being provided. This information may be obtained directly from the client. It may also be obtained from referring practitioners. Information thus obtained is done so in order to facilitate assessment, diagnosis or ongoing treatment of a client's problems or concerns. All client records are shredded seven years after the point of last contact.

Telehealth consultations may be recorded (wholly or in part) for quality assurance purposes. Your consent will be sought through the telehealth portal before any such recording is made. Recordings are held on a secure electronic device for up to six weeks and then electronically shredded in a secure manner.

### **Requests for Access and Correction of Client Personal Information**

Clients may request to see their record at any time, including the results of any psychological tests undertaken. Due to the nature of this material, clients would need to arrange an appointment to view/discuss their record. Normal consulting fees apply.

Clients may also request changes to their record in writing. Any such requests will be responded in writing within 48 hours. Depending on the nature of the requested change, the client's record will either be updated accordingly or a note will be appended to the client's file.

### **Disclosure of Personal Information**

Information obtained about a client remains confidential, except where (a) it is required to be provided by law; (b) it is required to protect the client or another person from harm; (c) to follow up a bad debt; or (d) the client has provided informed consent to release that information. At no time is client information released to any overseas parties. Where client information has been disclosed, such disclosures will be limited to that which is relevant to the matter at hand and that information will be released in a secure manner. In the unlikely event of unauthorised access of a client's personal information, **RACHEL ABRAMSON & ASSOCIATES** will activate its data breach plan and take the necessary steps to minimise any harm or distress to the client concerned.

### **Concerns**

If clients have a concern about use, access or disclosure of their record, they can discuss their concerns with **RACHEL ABRAMSON & ASSOCIATES**. They may also request a copy of the *Australian Privacy Principles*. If they are not satisfied with the outcome, they may lodge a formal complaint with the *Office of Australian Information Commissioner*.