

PRIVACY POLICY

Last updated on 25/08/2022

Everglow Psychology & Wellbeing is committed to best practices in relation to the management of information we collect and use within our practice and the circumstances in which we may share it with third parties. This practice has developed a policy to protect patient privacy in compliance with the Privacy Act 1988 (Cth) ('the Privacy Act'). If you are unable to provide us with the information we request, our psychologists may not be able to deliver the counselling services.

INFORMATION WE COLLECT

The information we may collect includes but is not limited to:

- Your name, address, date of birth, email and contact details
- Medicare number or third-party information for claiming purposes
- Results from psychological tests/assessments and questionnaires
- Information related to your session notes, treatment plan and response to treatment
- Additional medical information including current and past medical history
- Emergency contact details including the name and number of the assigned personnel.

COLLECTING AND HOLDING INFORMATION

Our practice may collect your personal information in several different ways such as:

- When you make your first appointment our practice administrators will collect your personal information. This may take place through communications via a face-to-face, telephone, email or an online form.
- If it is not practical to collect information from you directly, we may also need to collect information from others who have known you for a long time (such as a spouse or parent).
- From third parties where the Privacy Act or other law allows it - this may include but is not limited to; other members of your healthcare treating team, and Medicare.
- From third-party service providers when they are engaged to supply services to us, provide information to us or invoice us for the provision of services.
- During the course of providing psychological services, we may collect further personal information.
- We may also collect your personal information communicate with us using our website or social media.

CONSENT

By engaging with us or registering your details via our website, telephone or otherwise engaging our counselling services, you consent to Everglow Psychology & Wellbeing collecting, using and disclosing your personal information for the purposes specified in this Privacy Policy.

HOW WE USE YOUR INFORMATION?

Only the people who need to access your personal information will be able to. Other than providing psychological services or as stated otherwise in this policy, we will not share any personal information without your consent.

We may use any personal information collected to communicate with you, provide our psychological services, insurance claiming, respond to feedback and complaints, communicate with Medicare or third-party service providers or if needed to enforce our client agreement form with you. If you are a third-party service provider, we will use your personal information to communicate with you regarding the provision of services.

Additionally we may disclose the personal information of a client if there is a serious threat to the life, health, or safety of an individual or the public. It is noted that in some circumstances Psychologists are required by law to disclose personal information without the consent of the client. We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

HOW TO ACCESS OR CORRECT YOUR INFORMATION

You have the right to request access to, and update your personal information. If this is the case, we require you to put this request in writing and our practice will respond within 30 days.

Our practice will take the reasonable steps to correct your personal information where the information is not accurate or up to date. There may be times that our staff will ask you to verify that your personal information stored is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to Olivia at info@everglowpsychology.com.au.

A fee may be charged for administration time, which will be assessed on a case-by-case basis.

STORAGE AND SECURITY

In order to prevent unauthorised access or disclosure, we have appropriate and suitable physical, electronic and managerial procedures to protect and secure

information from unauthorised access, interference, or loss. Our staff are trained and perform suitable action required to respect and protect your personal information. We take all appropriate actions to protect information held.

Whilst we have steps in place to be a paperless business, any physical documents containing the personal information listed above will be stored under a lock. All electronic information containing personal information listed above will be stored and backed up securely, in accordance with the APS Code of Ethics (2007). We utilise 'Halaxy' to store all personal information. Halaxy is a secure online system which holds all information on an encrypted database, in a secure cloud storage. The program functionality has been designed and built to comply with the privacy and security requirements in Australia.

The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used.

With all clients utilising telehealth, our practice utilises 'Zoom' to support the security of your personal information. Zoom includes security features including unique passwords you will be required to join the session. In addition it features the "waiting room" which provides your psychologist control to determine who is able to join the zoom session, as well as the "lock meeting" feature which secures the session so no individuals will be able to join the session.

Everglow Psychology & Wellbeing has appropriate storage and destructions policies in place. Please note that our staff sign confidentiality agreements to respect and protect your personal information.

COOKIES

Our website may use "cookies" technology to store data on your computer using the functionality of your browser. You can modify your browser to prevent cookie use, but if you do this our website may not work properly. The information stored in the cookie is used to identify you. This enables us to operate an efficient service and to track the patterns of behaviour of visitors to the Website.

In the course of serving advertisements to the Website (if any), third-party advertisers or ad servers may place or recognise a unique cookie on your browser. The use of cookies by such third-party advertisers or ad servers is not subject to this Privacy Policy, but is subject to their own respective privacy policies.

AMENDMENT OF PRIVACY POLICY

This policy will be reviewed from time to time to take into account new laws or professional best-practice guidelines and other necessary developments. Any updates will be published on this website.

QUESTIONS AND COMPLAINTS

We take all concerns and complaints regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

If you have any questions about privacy-related issues or wish to complain about a breach of the Australian Privacy Principles or the handling of your personal information by us, you may lodge your complaint in writing. We will normally respond to your request within 30 days.

Everglow Psychology & Wellbeing

Phone: 03 7064 4099

Email: info@everglowpsychology.com.au

Fax: 03 8822 1790

Post: Shop 12/114 James St

Templestowe VIC 3106

If you are dissatisfied with our response, you may refer the matter to the OAIC:

Phone: 1300 363 992

Email: enquiries@oaic.gov.au

Fax: +61 2 9284 9666

Post: GPO Box 5218

Sydney NSW 2001

Website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>