



# Yellow Gum

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### Privacy Policy for Management of Personal Information

#### Purpose

This document describes the privacy policy of Yellow Gum Psychology (ABN: 99 644 713 673) 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), the Health Records Act 2001 (Vic) and the Privacy Act and the Privacy and Data Protection Act 2014 (Vic).

#### Client information

Client files are held in a secure filing cabinet or electronically using the "Power Diary" practice management system, 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 Yellow Gum Psychology, including when the client provides information directly to Yellow Gum Psychology using hardcopy or online forms, correspondence via email, when the client interacts directly with Yellow Gum Psychology employees such as their therapist or the receptionist, and when other health practitioners provide personal information to Yellow Gum 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, Yellow Gum 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 for Yellow Gum Psychology to deal with the client or if Yellow Gum 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

#### WEB/EMAIL

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[admin@yellowgumpsychology.com.au](mailto:admin@yellowgumpsychology.com.au)

#### ADDRESS/PO BOX

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#### PHONE/FAX

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presenting issue. Not all information collected is required by law, however personal information collected is required to provide our services. 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 with continuity of care.

### 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 treating clinician at Yellow Gum 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.

In the event that unauthorised access, disclosure or loss of a client's personal information occurs, Yellow Gum Psychology will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm. If the data breach is a notifiable breach under the Privacy Act, Yellow Gum Psychology will endeavour to notify you as soon as practicable after we become aware of the breach.

### Potential cross border disclosure of information

Power Diary is a service provider that provides a secure online platform that assists in the administration and storage of information and integration with other online systems including payment, invoicing and Medicare. While Power Diary stores their data in Australia, they and Yellow Gum Psychology may use third party providers who store their data offshore. In the event we share your personal information with Power Diary or any other third-party provider, we will endeavour to ensure that the provider



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fully complies with local privacy legislations. In consenting to our use, collection and disclosure of your personal information you also consent to Power Diary and our third-party providers to the same. You can learn more about data security and Power Diary here: <https://www.powerdiary.com/au/security/>

### Storage of credit card information

With your consent, Yellow Gum Psychology will request your credit card information to enable convenience of payment. All credit card information will be stored by Stripe. Stripe encrypts all card numbers on disk with AES-256 encryption and stores decryption keys on separate machines. Stripe is certified as a PCI Service Provider – Level 1, which is the highest level of certification available as the Payment Card Industry Data Security Standard. You can read more about Stripe's security here:

<https://stripe.com/docs/security/stripe>

### Email communication

Please be aware that email communication is not secure and should contain minimal personal information. We request that you provide us with a private rather than shared or work email address. Yellow Gum Psychology will communicate with you via email regarding appointments, including weblinks for telehealth services, and invoices unless you advise us not to. Please see the Australian Cyber Security Centre for strategies to keep your personal information safe online: <https://www.cyber.gov.au/acsc/individuals-and-families>

### 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 Yellow Gum 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 Yellow Gum Psychology. Upon request they can obtain a copy of the Australian Privacy Principles, which describe their rights and how their personal information



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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.

### Privacy concepts and definitions

Personal information	Any kind of information or opinion that could be used to identify an individual. Name, date of birth, phone number, address, credit information, photographs, location information and others fall under the definition of personal information.
Sensitive information	Sensitive information is personal information that is subject to a higher level of privacy than other personal information, including information on an individual's race, ethnicity, religion, sexual orientation and health information.
Health information	Health information includes client notes, specialist reports, test results, prescriptions, genetic information, information on an individual's future health service wishes, appointment and billing details and any other information collected by a health service provider.
Use	Using information means handling, managing or undertaking an activity with information. This could include updating a client database, making a treatment decision, discussing a client's patient data with another member of the practice and accessing or reading a client's medical file.
Collection	Collecting information means gathering, acquiring or obtaining information for inclusion in a record. Taking notes while a client is talking and keeping



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	records or patient forms (digital or hardcopy), for example, is collecting information.
Disclosure	Disclosing information means making it accessible to people outside of the practice. This can include showing information on a computer screen in a location where others can see it. However, it most often covers when information is sent to other service providers.

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