

## **CONFIDENTIALITY AND PRIVACY AT WINDSOR PSYCHOLOGY**

### **Psychological service**

As part of providing psychological services you, Windsor Psychology needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing psychological services to you. This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted. Purpose of collecting and holding information. Your personal information is gathered as part of your assessment and treatment is kept securely and, in the interests of your privacy, used only by your psychologist and the authorised personnel of the practice (as necessary). Your personal information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service to you. A more detailed description is provided in the practice's "Privacy policy for management of personal information", which can be obtained by contacting from our website [www.windsorpsychology.com](http://www.windsorpsychology.com). The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

### **Consequence of not providing personal information**

If you do not wish for your personal information to be collected in a way anticipated by this letter or the Privacy Policy, Windsor Psychology may not be in a position to provide the psychological service to you. You may request to be anonymous or to use a pseudonym unless it is impracticable for Windsor Psychology to deal with you or if Windsor Psychology 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.

### **Access to client information**

At any stage, you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The psychologist may discuss with you different possible forms of access.

#### Disclosure of personal information

All personal information gathered by the psychologist during the provision of the psychological service 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 Windsor Psychology place you or another person at serious risk to life, health or safety; or
3. Your prior approval has been obtained to
  - provide a written report to another professional or agency. e.g., GP or a lawyer; or
  - discuss the material with another person, e.g. a parent, employer, health provider or third party funder; or
  - disclose the information in another way;
  - or 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.

Your personal information is not disclosed to overseas recipients unless you consent or such disclosure is otherwise required by law. Your 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, Windsor Psychology will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

#### **APS Charter for Clients of Psychologists**

The APS Charter for Clients of Psychologist can be found on our website. The charter explains your rights as a client of a psychologist. Please sign the Terms and conditions form to confirm that you have read and understood this form.