

Privacy Policy for Management of Personal Protected Health Information

This document describes the privacy policy of **Jacqueline Saad (My Brain Map™)** 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 are held by electronic document management systems or secure locked filing cabinets, which is accessible only to Jacqueline Saad of My Brain Map. Each file includes personal information such as name, address, contact phone numbers, medical history, referrals and other personal information collected to provide the psychological service. Only administrative details such as name, address, contact phone numbers, referrer details, billing and appointment history are accessible by the reception team at St Leonard's Specialist Clinic. If a client may also attend a consultation with another independent clinician at the St Leonard's Specialist Clinic, separate client files containing clinical notes kept by each clinician are not accessible between Jacqueline Saad or the other treating clinician. Access to this information is password protected, and subject to Australian Privacy Principles (APP).

The information we collect about you includes:

- name, address and date of birth
- mobile phone number so we can send you an SMS to confirm appointments and/or communicate with you
- email address to communicate with you about health and practice related matters, telehealth links and appointment reminders
- your Medicare number, Veterans' Affairs number, Private Health Fund details (where available) for claiming purposes
- healthcare identifiers
- information relevant to your medical care, including but not limited to your previous and current medical history, medications, allergies, social history, family history, personal risk factors, profession, occupation or job title, and cultural history (where clinically relevant);
- the name of any health service provider or medical specialist to whom you are referred, copies of any letters of referral and copies of any reports we have received; and
- any additional information relating to you that you provide to us directly

How clients' personal information is collected.

A client's personal information is collected during psychological consultation with Jacqueline Saad, including information directly provided to Jacqueline Saad using hardcopy forms, correspondence via email when the client interacts directly with St Leonards Specialist Clinic reception/administration team, and other health practitioners provide confidential client health information to Jacqueline Saad via referrals, correspondence, and medical reports.

Consequences 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, Jacqueline Saad may not be able to provide psychological service to the client. Clients may request to be anonymous or use a pseudonym unless it is impracticable for Jacqueline Saad to deal with the client or if Jacqueline Saad is required or authorised by law to deal with identified individuals. In most cases, it will not be possible for the client to be anonymous or use a pseudonym; however, if Jacqueline Saad agrees to the client being anonymous or using a pseudonym

Purpose of holding personal information

A client's personal information is gathered and used to provide psychological services, including assessing, diagnosing, and treating a client's presenting issue. In addition, the personal information is retained to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service. In keeping with best practice, files are retained for 7 years from the time of the last service or, in the case of a minor, from the date the child reaches the age of 18, after which files are securely destroyed.

Disclosure of personal information

Clients' personal information will remain confidential except when:

1. A court subpoenas it; or
2. Failure to disclose the information would, in the reasonable belief of **Jacqueline Saad**, 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 professional or agency, e.g., a GP or a lawyer; or
 - b) discuss the material with another person, e.g. a parent, employer or health provider; or
 - c) disclose the information in another way; or
4. you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP), and disclosure of your personal information to that third party is for a purpose that is directly related to the primary purpose for which your personal information was collected; or
5. disclosure is otherwise required or authorised by law.

A client's personal information is not disclosed to overseas recipients unless the client consents or such disclosure is otherwise required by law. In addition, clients' personal information will not be used, sold, rented or disclosed for any other purpose.

Requests for access and correction to client information

Files are the property of **Jacqueline Saad/My Brain Map™** though you may request to view your file. If there are no contraindications, an appointment can be arranged to enable you to view your file in the presence of Jacqueline Saad. 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 your psychologist. These requests will be responded to in writing within 14 working days, and an appointment will be made if necessary for clarification purposes. In addition, you can request that a copy of your file be provided to an appropriately registered psychologist or psychiatrist upon a signed written authorisation to release information.

Concerns

If you have any concerns or difficulties in any service you receive, it is your responsibility first to discuss them with your psychologist. Then, upon request, you can obtain a copy of the Australian Privacy Principles, which describes your rights and how your personal information should be handled. Ultimately, suppose clients wish to lodge a formal complaint about the use of, disclosure of, or access to, their personal information. In that case, they may do so with the Office of the Australian Information Commissioner by phone: 1300 363 992, online: <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or post: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.

Software used for storing data, clinical notes and telehealth

1. Halaxy, an Australian practice management software.

Halaxy Privacy and Security Policy can be found [here](#). For further information about their privacy policies or practices, or to report any issues, please contact Halaxy directly at privacy@halaxy.com.

2. If you would prefer your visits to our websites not be tracked, you can disable cookies in your browser explicitly or enable a more private browsing mode (available on all major browsers).

3. Coviu

Australian Telehealth Platform, secure, HIPAA compliant and with Australian Privacy Principles. For further information on their privacy policy go to: <https://www.coviu.com/en-au/privacy>. Also, see our telehealth policy for details