

– PsyAx Privacy Policy –

Purpose of this Policy

At PsyAx, we respect and protect the privacy of all our clients. We follow the Privacy Act (1988) and the Australian Psychological Society Code of Ethics (2007). We do our best to protect your personal information. Personal information includes any information that directly identifies you or could reasonably be used to identify you. This policy outlines how we maintain your privacy at PsyAx.

What information do we collect?

PsyAx staff may collect personal information in order to arrange appointments, provide assessments, and conduct counselling. Personal information may include your:

- full name
- date of birth
- address
- contact details
- active and past medical history
- legal history (e.g. when we do medicolegal assessments)

Other personal information we collect may also include:

- responses on neuropsychological tests and questionnaires
- verbal or written comments you make during appointments, over the phone, via email, or through other means of communication

This information helps make our services accurate and relevant to you. If you can't give us the information we need, we may not be able to provide services to you.

With your permission, we may also collect information from other health services. We have explained this in more detail below.

Health information provided by third parties

At times, we may need to collect information from other health services. This may include your GP, hospitals you have attended, and other health services where you have received treatment. Before seeking this information, we will ask you for your written consent.

How do we store and protect your personal information?

At PsyAx, we take all steps necessary to ensure that your personal information is protected. We have put in place measures to stop unauthorised individuals accessing, changing, or copying your personal information. We exclusively use Apple hardware devices given our belief that they are more secure against malware, hacking, and other cyberattacks. All PsyAx devices are password protected. We use two-factor authentication and other security measures. Where possible, survey responses are anonymised for added security.

Can you access your personal information?

Yes. You can get access to your personal information by asking for this in writing. The easiest way to do this is to email us at info@psyax.com.au and ask. We need you to do this so that we have a written record of who has accessed your personal information. Even if you ask us for your personal information, there are rare occasions when we may not be able to give you access. For instance, sometimes we may not be able to give you access to everything because it would be illegal to do so.

At other times, it might be because it violates the privacy of other people. If ever we can't give you access to everything, we will tell you the reasons why.

Who else can access your personal information?

We may share reports, letters, and clinical opinions with health practitioners who are treating you. This can help them give you the best treatment. Where possible, we try to discuss this with you in advance.

Is my information always private and confidential?

By law, at PsyAx we must keep information about you private and confidential. We must also store it securely for at least seven years. Your personal information is confidential except when:

- a court formally requests ("subpoenas") the information; or
- you or another person would be at serious risk of harm if we did not share the information; or
- you have already given us approval to share information with another person, professional, health service, or agency.

Changes to this policy

If laws and guidelines change, we may need to update this policy. You can see the latest privacy policy at www.psyax.com.au/privacy

Feedback & complaints

At PsyAx, we believe that all clients have the right to express their opinion about their experience of our services. We try to make it easy to make a complaint or to offer feedback. There are several ways you can do this. You can:

- ring us on 1300 455 677 and speak to a PsyAx staff member;
- email us at info@psyax.com.au; or
- send a letter to us at PsyAx, Level 27, 101 Collins Street, Melbourne VIC 3000

At PsyAx, we take complaints and feedback seriously. Based on past feedback, we have already made changes to how we do things. (For instance, we developed easy to understand factsheets about the different types of assessments so that patients could read these beforehand.) In addition, you can also make a complaint or provide feedback to:

- The Office of the Australian Information Commissioner (www.oaic.gov.au)
- Australian Health Practitioner Regulation Agency (www.ahpra.gov.au)
- The Australian Psychological Society (www.psychology.org.au)

Contact us

If you wish to find out more about privacy at PsyAx, please feel free to contact us at:

Level 27, 101 Collins St,
Melbourne VIC 3000
t: 1300 455 677
f: 03 8677 2573
e: info@psyax.com.au
w: www.psyax.com.au