

– PsyAx Record Keeping & 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 (APS) 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. This is in accordance with the Australian Psychological Society (APS) Code of Ethics (2007) which states the following:

- Prior to collecting information regarding a client from an associated party, psychologists obtain the consent of the client or, where applicable, a person who is authorised by law to represent the client.

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 and 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.

Storage of Psychological Test Data

PsyAx staff must ensure that psychological test data is stored securely so that it meets the ethical requirements of the profession (APS Code of Ethics, 2007). Only PsyAx psychologists should access the psychological test data of clients. PsyAx administration staff routinely handle client data to perform their work role (e.g. filing), but should not access or disseminate client data outside of this role without approval of the treating psychologist.

Accessing Personal Information held by PsyAx

Yes, you can access personal information held by PsyAx. You can access 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.

At PsyAx, access to personal information is in accordance with Australian Psychological Society (APS) Code of Ethics (2007) which states that:

- Psychologists, with consideration of legislative exceptions and their organisational requirements, do not refuse any reasonable request from clients, or former clients, to access client information, for which the psychologists have professional responsibility.
- Psychologists, with consideration of the legislation and organisational rules to which they are subject, do not refuse any reasonable request from clients, or former clients, to amend inaccurate information for which they have professional responsibility.

Is your 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.

Release of Health Information

If clinically appropriate, we aim to share reports, letters, and clinical opinions directly with you in a way that you will understand. We may also 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. Your information may be provided to other health professionals who contact PsyAx if you have given them your written consent to do so.

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, Compliments, and Complaints

We believe all clients have the right to express their opinion about the service we provide. You can see the PsyAx Feedback, Compliments, and Complaints Policy at psyax.com.au/feedback