

Policy for Management of Personal Information

Learning Curve Psychology is bound by the legal requirements of the following:

- a) The Australian Privacy Principles (APPs) from the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988;
- b) The Health Records Act 2001;
- c) All guidelines set out by the Australian Psychological Society (APS).

Collection, purpose and use of personal information

Learning Curve Psychology collects personal information for the primary purpose of providing psychological and educational services to our clients.

The personal information we collect includes general information, such as name, address, contact details etc., as well as sensitive information relevant to the service provided. This information is retained in order to document specific circumstances, events and other relevant information, which enables our team members to provide an effective and individualised service.

Personal information collected and held by Learning Curve Psychology will never be disclosed to anyone other than the client, or legal carer/guardian of the client, unless one or more of the following circumstances occur:

- a) The client, or legal carer/guardian of the client, provides permission to Learning Curve Psychology to share this information;
- b) The disclosure is required or authorised by or under an Australian Law or a court/tribunal order;
- c) The client's psychologist reasonably believes that the disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of the client or a genetic relative of the client;
- d) The client, or legal carer/guardian of the client, would reasonably expect that the information is disclosed for the purpose of providing the service.

Learning Curve Psychology does not disclose personal information to overseas recipients.

Storage of personal information

Personal information is stored in secure, locked premises. Only authorised team members have access to personal information. Learning Curve Psychology team members are bound by the legal and moral obligations mentioned above, ensuring any access to or use of personal information is handled with respect to the rights of the client and the legal carer/guardian of the client.

Electronic information is stored in our secure online database, hosted by a Sydney-based company using 256 bit SSL encryption (also used by online banking applications).

Access to personal information

At any stage our clients, or legal carer/guardians of our clients, are entitled to access the personal information held by Learning Curve Psychology; unless legislation provides otherwise. Requests for copies of personal information, in a format other than discussion with a psychologist, must be lodged in writing. These requests will be responded to within 30 days. A fee is charged for this service.

Correction of personal information

If at any time you believe information held by Learning Curve Psychology is inaccurate, out of date, incomplete, irrelevant or misleading, please notify us promptly in writing. Updated information provided to Learning Curve Psychology will be actioned within 2 working days.

Making a complaint

If you believe Learning Curve Psychology or any of our team members have breached this policy in any way, please notify the Practice Manager in writing, outlining your specific concerns. All complaints will receive a response within 14 working days. Learning Curve Psychology aims to rectify any complaints to the satisfaction of all parties involved. Should you be dissatisfied with this response, please contact the Australian Health Practitioners Regulation Agency (AHPRA).