

Privacy Policy — Management of Personal Information

This policy explains how My Space Psychology collects, stores, uses and discloses clients' personal information. My Space Psychology complies with the Australian Privacy Principles in the Privacy Act 1988 (Cth).

1. What information we hold:

We maintain client records in locked physical filing systems and in encrypted electronic records. Access is limited to the treating clinician and authorised staff or contracted service providers in line with our policies. Records may include identifying details (name, address, contact numbers), medical and mental health history, correspondence, assessment notes and any other information collected in the course of treatment.

2. How we collect personal information:

We collect personal information directly from clients (for example, via intake forms, emails, telephone conversations and in-session discussion). We may also receive relevant information from other healthcare providers when you are referred, or via reports and correspondence from third parties.

3. Consequences if you do not provide information:

If you withhold information necessary for treatment or refuse the collection methods described in this policy, we may be unable to provide the requested health care.

4. Purposes for holding information:

Your personal information is used to provide clinical care — including assessment, diagnosis, treatment planning and record-keeping. Retaining this information enables continuity of care and supports informed clinical decision-making.

5. Disclosure of information:

We keep your information confidential except where disclosure is required or permitted by law, including:

- where a court orders disclosure or the law otherwise requires it;
- where, in the treating clinician's reasonable judgment, non-disclosure would place you or another person at serious risk of harm to life, health or safety;
- where you have provided informed consent for a report to be shared with another professional or agency (for example, your GP or a solicitor), or for information to be discussed with a nominated third party (for example, a family member, employer or insurer).

We do not transfer client information overseas unless you consent or we are legally obliged to do so. We will not sell, rent or otherwise disclose your personal information for purposes unrelated to your care.

If an unauthorised access, loss or disclosure of client information occurs, My Space Psychology will implement its data breach response plan and take reasonable steps to reduce the risk of serious harm.

1. Access and correction

You may request access to or correction of the personal information we hold about you, subject to any legal exceptions. If we find information is inaccurate, out-of-date or incomplete, we will take reasonable steps to correct it. We will respond to access requests within 21 days. A fee may apply for providing copies of records. To request access or correction, contact your treating clinician or the Practice Manager at admin@myspacepp.com.au.

2. Complaints and further information

If you have concerns about how your personal information is handled, please raise them with your treating clinician or the Practice Manager. You may request a copy of the Australian Privacy Principles. If you remain dissatisfied, you may lodge a formal complaint with the Office of the Australian Information Commissioner:

- Phone: 1300 363 992
- Online: <http://www.oaic.gov.au/privacy/making-a-privacy-complaint>
- Mail: Office of the Australian Information Commissioner, GPO Box 5218, Sydney NSW 2001

Contact For questions about this policy or our privacy practices:

email: admin@myspacepp.com.au.