# ****Aspire Wellness and Psychology****

# ****Privacy Policy for Management of Personal Information****

Aspire Wellness and Psychology has a rights-based approach to privacy. Your privacy is important to us. We respect your right to privacy and are committed to safeguarding the privacy of our website visitors and our clientele. As a counselling and psychology service we adhere to the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

This policy sets out how Aspire Wellness and Psychology manage, collect and treat your personal information. "Personal information" is information we hold which is identifiable as being about you.

**Client information**

Your information is held in a secure, password protected electronic document management system, which is accessible only to authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, medical history, and other personal information collected as part of providing the counselling and psychology service.

**How your personal information is collected**

Your personal information is collected in a number of ways during a counselling or psychology consultation with Aspire Wellness and Psychology, including when you provide information directly to Aspire Wellness and Psychology using hardcopy forms, correspondence via email, when you interact directly with Aspire Wellness and Psychology employees such as an administration officer, and when other health practitioners provide personal information about you to Aspire Wellness and Psychology via referrals, correspondence and medical reports.

**Consequence of not providing personal information**

If you do not wish for your personal information to be collected in a manner anticipated by this Privacy Policy, Aspire Wellness and Psychology may not be in a position to provide the counselling or psychological service you are seeking. In some circumstances, you may request to be anonymous or to use a pseudonym, unless it is impracticable for Aspire Wellness and Psychology to deal with you in this manner or if Aspire Wellness and Psychology is required or authorised by law to deal with identified individuals.

**Purpose of holding personal information**

Your personal information is gathered and used for the purpose of providing counselling or psychological services, which may include assessing, supporting, diagnosing or treating your presenting issue(s). Your personal information is retained in order to document what happens during sessions and enables your counsellor or psychologist to provide a relevant and informed service.

**Disclosure of personal information**

Your personal information will remain confidential except when:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would in the reasonable belief of Aspire Wellness and Psychology place you or another person at serious risk to life, health or safety; or
3. your prior approval has been obtained to:

a) provide a written report to another agency or professional, e.g., a GP or a lawyer; or

b) discuss the material with another person, e.g. a parent, employer, health provider, or third party funder; or

c) disclose the information in another way; or

d) disclose to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

Your counsellor or psychologist may disclose de-identified personal information during supervision or consultation with colleagues, provided they conceal your identity and the identity of any associated parties.

Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

In the event that unauthorised access, disclosure or loss of your personal information occurs, Aspire Wellness and Psychology will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

**Requests for access and correction to your information**

At any stage you may request to see and correct the personal information about you kept on file. The counsellor or psychologist may discuss the contents with you and/or give you a copy, subject to the exceptions in the Privacy Act 1988 (Cth). 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 for access to or correction of personal information held about you should be lodged with Aspire Wellness and Psychology. These requests will be responded to in writing within 30 days, and an appointment will be made if necessary for clarification purposes.

**Concerns**

If you have a concern about the management of your personal information, you may inform Aspire Wellness and Psychology. Upon request you can obtain a copy of the Australian Privacy Principles, which describe your rights and how your personal information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, disclosure of, or access to, your personal information, you may do so with the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to: Office of the Australian Information Commissioner, GPO Box 5218, Sydney, NSW 2001.

**Our Website**

*Web-based data collection*

We will not sell your information for marketing or other reasons. When you come to Aspire Wellness and Psychology online, we may collect certain information about you, such as your browser type, operating system, etc. This information is collated to analyse how people use our site, in order for us to improve our service. We cannot identify you through this data.

*Cookies*

Our website uses cookies. Cookies are very small files, which a website uses to identify unique users to a site. They assist us to analyse website traffic, improve our site and to serve relevant ads to website visitors through third party services such as Google Adwords. These ads may appear on this website or other websites you visit. Cookies do not damage your computer. Most people’s web browsers automatically accept cookies as they are designed to improve the user’s experience of the website, however you can choose to reject cookies by changing the settings of your browser. You can also delete previously stored cookies from your device through your browser.

*Third party sites*

At Aspire Wellness and Psychology we provide links to other sites. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites and are provided as a convenience only.

This document is reviewed and updated as needed. If you have any question please contact us on [info@aspirewellnessandpsychology.com.au](mailto:info@aspirewellnessandpsychology.com.au)