



Privacy & Confidentiality Policy

Last updated: 07/08/2025

At Time & Space Psychology, we are committed to protecting your privacy and handling your personal information with care, integrity, and transparency. We understand that sharing personal information is a significant act of trust, and we aim to uphold that trust by following the highest ethical and legal standards.

This policy outlines how we collect, store, use, and disclose your personal information, in accordance with:

- The **Privacy Act 1988 (Cth)**
- The **Australian Privacy Principles (APPs)**
- The **APS Code of Ethics (2007)**
- The **Psychology Board of Australia's Guidelines for Managing Client Information**

By engaging our services, you consent to the collection and management of your personal information in accordance with this policy.

1. Information We Collect

To provide psychological services, we may collect and store personal and sensitive information including:

- Your name, date of birth, and contact details
- Medicare number, NDIS number (if applicable), and GP or referrer details
- Background/contextual information (e.g. developmental, medical, educational, or psychosocial history)
- Clinical session notes and observations
- Psychological assessment data, reports, and results

- Correspondence with other health or educational professionals (with your consent)
- Administrative and billing details

For children and adolescents, we may collect information from parents, caregivers, or educators where relevant to the young person's care.

For clients under 18, we may request copies of parenting orders or court documents to confirm decision-making authority. We only collect information that is necessary and relevant to your psychological service.

2. How We Collect Personal Information

We collect personal information:

- Directly from you (via forms, emails, phone calls, intake questionnaires, or in sessions)
- From your parent or guardian (if you're under 18 or have a nominated support person)
- From other health professionals, educators, or referrers (with your consent)
- Via secure digital platforms (e.g. online assessments and forms)

Where possible, we will always collect information directly from you or your legal guardian, unless it is unreasonable or impracticable to do so.

3. Why We Collect and Use Personal Information

Your personal information is collected, held, and used for purposes directly related to the provision of psychological services, including:

- To assess, understand, and support your mental health or developmental needs
- To deliver therapy and/or assessments
- To communicate with you (e.g. appointment reminders, follow-up resources)
- To liaise with third parties (e.g. GPs, schools) — only with your consent
- For administrative, record-keeping, or billing purposes
- To meet legal obligations (e.g. supervision, insurance, or reporting)

We may also use de-identified data to support quality assurance, supervision, or research in line with ethical standards.

For more detail on what therapy or assessment involves, please see our [Informed Consent Policy](#).

4. Digital Privacy and Telehealth

We use secure, healthcare-compliant platforms to deliver Telehealth services, including **Microsoft Teams**, which is encrypted and meets Australian data protection standards.

To protect your privacy:

- We conduct sessions in private, soundproof spaces and use headphones where needed
- We recommend clients also use a quiet, private space
- We never record sessions without your explicit, written consent
- Files and shared documents are stored using encrypted, password-protected software
- Parenting orders or legal documents are stored securely as part of your record

While we take every reasonable step to protect your information online, all digital communication carries some inherent risk. We only use platforms that meet Australian healthcare privacy standards. For a full breakdown of the platforms we use, safety tips for online access, and your rights around recording or information sharing, see our [Digital Access & Cyber Safety Policy](#) and our [Telehealth Policy](#).

5. How We Store and Protect Your Information

Your records are stored securely using encrypted, Australian-based practice management software. We protect your data through:

- Password-protected access and two-factor authentication
- Secure cloud storage compliant with privacy legislation
- Role-based access — only your treating psychologist (and authorised staff) can access your information
- Secure disposal or deletion of data when no longer required

Records are retained in accordance with legal and ethical obligations:

- **For adult clients:** at least 7 years from the last date of contact
- **For clients under 18:** until the client turns 25 years old

For further details on how long we keep records and how they're disposed of, see our [Record-Keeping Policy](#).

6. Access to and Correction of Records

You have the right to request access to your personal information, subject to the **Privacy Act 1988 (Cth)**. To do so:

- Requests must be made in writing
- We will respond within 30 days
- Access may be denied if:
 - It poses a serious risk to health or safety
 - It would unreasonably impact another person's privacy
 - It is otherwise exempt under Australian law

You may also request correction of inaccurate or incomplete information. If a correction is not agreed upon, you may request that a written statement be added to your record. There is no charge for access or corrections, but a small fee may apply for large files or summaries.

7. Disclosure of Personal Information

Your personal information is confidential and will only be shared:

- With your consent (e.g. in a report to a GP or teacher)
- When required by law (e.g. via subpoena or court order)
- If there is an immediate and serious risk to your safety or someone else's
- To fulfil ethical obligations (e.g. mandatory reporting)
- In professional supervision (your identity is de-identified unless explicitly discussed with a co-director)
- With parents or guardians of children/adolescents — only if they have legal authority (see our [Working with Minors, Parents & Custody Policy](#))

We do not disclose personal information to overseas recipients unless required by law or with your explicit consent.

8. Anonymity and Use of Pseudonyms

You may request to remain anonymous or use a pseudonym. We will accommodate this wherever possible, unless:

- It is impracticable to provide services anonymously, or
- We are legally required to verify your identity (e.g. for Medicare claims)

If using a pseudonym, full pre-payment for services is required.

9. AI-Assisted Note-Taking & Recordings

To support accurate documentation, we may occasionally use secure, AI-powered tools to assist with note-taking. If so:

- Audio may be briefly recorded and transcribed using encrypted software
- Recordings are deleted once notes are completed
- Recordings are never used for training or kept long-term
- You can opt out at any time without affecting your care

We may also request video recordings for specific assessments (e.g. play or language observations). Separate written consent will always be obtained first.

10. Disposal of Records

When your records no longer need to be retained, they will be securely destroyed:

- Digital records are permanently deleted from encrypted servers
- Paper records are securely shredded
- Paper documents are digitised and destroyed within six months (unless impractical)

We do not retain unnecessary duplicates.

For further detail, please see our [Record-Keeping Policy](#).

11. Concerns, Complaints & Data Breaches

If you have concerns or would like to make a privacy complaint, please contact us:

 admin@timeandspacepsychology.com.au

We will respond promptly and respectfully. If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

-  1300 363 992
-  www.oaic.gov.au
-  GPO Box 5218, Sydney NSW 2001

We will notify you promptly of any data breach involving your personal information that may result in serious harm, in line with the **Notifiable Data Breaches Scheme**.

For more on your rights around feedback or complaints, see our [Complaints & Feedback Policy](#).

12. Changes to This Policy

We may update this policy to reflect changes to laws, technology, or practice operations. Significant updates will be communicated via email or during sessions.

This policy should be read alongside our:

- [Informed Consent Policy](#)
- [Record-Keeping Policy](#)
- [Telehealth Policy](#)
- [Working with Minors, Parents, & Custody Policy](#)
- [Complaints & Feedback Policy](#)
- [Digital Access & Cyber Safety Policy](#)

If you'd like a summary version of this policy in plain English or Easy Read format, just let us know — we're always happy to make things more accessible.