



Privacy & Confidentiality Policy

Last updated: 01/05/2026

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
- The NDIS Practice Standards and NDIS Code of Conduct (for NDIS-funded clients)

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 and 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. We may also 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 are 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, please see our [Informed Consent Policy](#).

4. Digital Privacy, Telehealth, and Cloud Storage

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

Cloud storage and overseas data transit: We use Microsoft Teams and Microsoft OneDrive to deliver and support our services. While Microsoft's primary data centres for Australian customers are located in Australia, data may transit internationally as part of standard cloud infrastructure operations. Microsoft applies Australian Privacy Principle-compliant protections to all data, including data in transit. By using our services, you consent to your information being processed in accordance with these arrangements.

To protect your privacy during sessions:

- 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



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- Files and shared documents are stored using encrypted, password-protected software
 - Parenting orders or legal documents are stored securely as part of your record

For a full breakdown of the platforms we use and safety tips for online access, 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, or 7 years from last contact, whichever is longer

For further details, 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, would unreasonably impact another person's privacy, or 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 a serious and immediate risk to your safety or someone else's**, including risk of suicide or serious self-harm. In these situations, we may contact emergency services, a nominated support person, or relevant authorities without your prior consent. Where it is safe and appropriate to do so, we will discuss this with you first.
- To fulfil ethical obligations (e.g. mandatory reporting of child abuse or neglect under the Child Protection Act 1999 (Qld) or equivalent legislation in your state or territory)
- In professional supervision — client information is de-identified unless you are also known to the supervising practitioner in a professional context, in which case this will be discussed with you
- With parents or guardians of children and 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. (Note: cloud infrastructure arrangements are addressed separately in Section 4.)

8. Mandatory Reporting

As registered psychologists, we have legal obligations to report certain concerns to authorities, even where this overrides confidentiality. These obligations exist to protect vulnerable people, particularly children.

We are required to make a mandatory report if we have a reasonable belief that a child has been, is being, or is at risk of being abused, neglected, or harmed. This obligation exists under the Child Protection Act 1999 (Qld) and equivalent legislation in other states and territories.

In practice, a mandatory report may be triggered by:

- Disclosures of physical, sexual, or emotional abuse
- Observations or disclosures suggesting neglect
- Concerns that a child is exposed to domestic violence

Where possible, we will inform you before making a mandatory report and discuss the process with you. However, there are situations where this is not possible or appropriate. Mandatory reporting is a legal obligation and cannot be overridden by client or parental request.

9. 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.

10. AI-Assisted Note-Taking, Recordings, and Writing Support

We may use secure AI-powered tools to assist with clinical documentation. This includes two distinct uses:

Audio transcription: We may briefly record and transcribe sessions using encrypted, healthcare-compliant software to support accurate note-taking. Recordings are deleted once session notes are finalised, are never retained long-term, and are never used for AI training. You can opt out at any time without affecting your care.

AI writing assistance: We may use AI tools to help draft or structure clinical documents, including session notes, reports, and correspondence. Content is always reviewed, edited, and approved by your treating psychologist before being finalised. We de-identify information wherever possible and do not enter identifiable client information into AI tools that do not meet Australian healthcare privacy standards.

We may also request separate written consent to video record sessions for specific clinical purposes (e.g. play-based or language observations). These recordings are used only for clinical purposes and deleted once no longer required.

11. 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)

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

12. Concerns, Complaints & Data Breaches

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

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.

13. 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 Policy, Complaints & Feedback Policy, and Digital Access & Cyber Safety Policy.

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