



# Transformative Psychology

helping people transform their lives

## Management of Personal Information Policy

### Policy overview and purpose

This document describes Transformative Psychology's policy and practice for collecting, holding and managing information provided by its clients when providing a psychology service.

The psychology service provided is bound by the legal requirements of the National Privacy Principles from the *Privacy Act 1988* and *Privacy Amendment (Private Sector) Act 2000*.

In Victoria the *Victorian Health Records Act 2001* protects the privacy of individuals' health information.

### Privacy laws have changed

Important changes to the *Privacy Act 1988* commence on 12 March 2014. The changes include a new set of Australian Privacy Principles (APPs) that will regulate the handling of personal information by Australian Government agencies and some businesses.

For further information about these changes contact the Office of the Australian Information Commissioner on 1300 363 992 or visit [www.oaic.gov.au](http://www.oaic.gov.au)

### Client information

Client information and files at Transformative Psychology are held in a secure filing cabinet, which is accessible only by the client's psychologist. The information includes personal information such as name, address, contact phone numbers, and other information which is relevant to the psychology service being provided.

### Purpose of collecting, holding and managing information

The information is gathered as part of the assessment, diagnosis (when required) and management / treatment of the client's condition. The information is accessed and seen only by the psychologist. The information is retained in order to document what happens during consultations, enabling the psychologist to provide a relevant and informed psychology service.

### Requests for access to client information

A client being provided a psychology service may request to see the information about them at any stage. The psychologist may discuss the information with them and / or give them a copy, if this is requested by the client. All requests by clients for access to personal information should be lodged with the psychologist. These requests will be responded to within 14 days and an appointment will be made if necessary for clarification and discussion purposes. An administration fee may be incurred for preparing and copying a client's personal information.

### Concerns

If a client has any concerns about the management of their personal information, this will need to be discussed with the psychologist.

A client can obtain a copy of the National Privacy Principles, which describe their rights and how their information should be handled, on request.

### Further information

For further information about matters related to privacy or to lodge a formal complaint about the use of, or access to, a client's personal information, contact the Office of the Australian Information Commissioner on 1300 363 992 or visit [www.oaic.gov.au](http://www.oaic.gov.au)

For further information on the Victorian Health Records Act 2001 and the Office of the Health Services Commissioner, contact The Commissioner's Office on 1800 136 066, or visit [www.health.vic.gov.au](http://www.health.vic.gov.au)

Transformative Psychology - Level 1, 6-10 Chapel Street, Windsor VIC, 3181

ABN 83869287522

M 0438 055 565 - [charles@transformativepsychology.com.au](mailto:charles@transformativepsychology.com.au) - [www.transformativepsychology.com.au](http://www.transformativepsychology.com.au)