



# Transformative Psychology

helping people transform their lives

**Charles Thermos** MPsych, MAPS, FCCOUNP  
Counselling Psychologist / PsyBA Approved Supervisor

**Medicare Provider** 2653733W  
**Psychology Board of Australia** No. PSY0001120915  
**Australian Psychological Society (APS) / APS College of Counselling Psychologists** Member No. 020210

## Privacy Policy for Handling of Personal Information - Updated 01.12.2025

This document describes the privacy policy of Charles Thermos and Transformative Psychology for the management of your personal information. The psychological service provided is bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Cth), Privacy Amendment (Private Sector) Act 2000, and, in Victoria, the Victorian Health Records Act 2001 which protects the privacy of individuals' health information. 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)

### Personal information storage

Information provided to Charles Thermos at Transformative Psychology is stored securely and it is only accessed by him, in accordance with Transformative Psychology's policies and procedures, which are available on request. Your information is stored using a secure electronic system and within a secure cloud-based storage system, that adhere to Australian Privacy laws, as well as in a secure filing system at 244 Malvern Road, Prahran VIC 3181 that is accessible by Charles Thermos only.

The information collected includes your personal details such as name, address, contact phone numbers and email. As part of providing a psychological service, such as a psychological assessment, treatment and counselling, Charles Thermos will also need to collect and record other personal information that is relevant to your current situation. This includes keeping a record of what happens during sessions, any psychological tests you complete, and any information received from others, such as your GP, lawyer or insurance company.

### How your personal information is collected

There are a number of ways your personal information is collected, including when:

- You provide information directly to Charles Thermos in your session and in writing such as letters, email, text messages or voice messages.
- You interact directly with Charles Thermos at Transformative Psychology.
- Other health practitioners, such as your GP, provide personal information to Charles Thermos through referrals, correspondence and medical referrals and reports.
- Charles Thermos receives personal information from other sources, such as lawyers, employers or insurance companies through correspondence or reports.

If you have concerns that the information recorded is not correct, please discuss your concerns with Charles Thermos.

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## **Purpose of holding personal information**

Your personal information is gathered and used for the purpose of providing a psychological service to you. Your personal information is retained in order to document what happens during sessions and enables your psychologist to provide a relevant and informed psychological service to you. This information and record keeping is a necessary part of the services provided and guides treatment.

## **Consequence of not providing personal information**

Psychologists are required to keep clear and accurate client records as part of their professional obligations. If you do not wish for your personal information to be collected, Charles Thermos may not be able to provide the psychological service to you. Please discuss any concerns you have with him.

## **Requests for accessing and/or correcting your personal information**

At any stage you may request to see and correct the personal information about you kept on file.

Charles Thermos 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 any aspect of your personal information is inaccurate, out of date or incomplete, reasonable steps will be taken to ensure that this information is corrected.

Any request by you for access to or correction of personal information about you should be lodged in a letter to: Charles Thermos, Transformative Psychology, 244 Malvern Road, Prahran VIC 3181 or email Charles Thermos at [charles@transformativepsychology.com.au](mailto:charles@transformativepsychology.com.au)

These requests will be responded to within 30 days, and an appointment will be made if necessary for clarification and discussion purposes. An administration fee may be incurred for preparing and copying your personal information.

## **Confidentiality of information**

Personal information gathered by your psychologist will remain confidential except for certain circumstances. In most cases, any sharing of information will only occur with your consent. Charles Thermos at Transformative Psychology asks for your consent to share information when:

- Sharing information with a family member, guardian or carer.
- Discussing with others, such as your GP, employer, or any agencies which may be paying for your attendance (e.g. Ambulance Victoria (AV), Department of Veteran Affairs (DVA), WorkSafe Victoria (WSV), Transport Accident Commission (TAC)).
- Providing a written report regarding your assessment or treatment to another professional or agency, such as your GP, lawyer or insurance company.
- Disclosing the information in any other way not referenced in this document.

Psychologists are required to consult and receive supervision from colleagues from time to time. If your information is shared in this context, all care is taken to de-identify your information in such a way that you



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remain anonymous. If Charles Thermos needs to do this, he will discuss this with you first and seek your consent to do so prior to his supervision consultation. Please let Charles Thermos know if you have any questions or concerns about this aspect of his professional work.

## Exceptions to confidentiality

There are times when your psychologist may release your information without obtaining your consent such as:

- When a court requires information by issuing a subpoena, or providing information is otherwise required or authorised by law.
- When it is required because Charles Thermos must make a mandatory report on a concern.
- When Charles Thermos discloses information because they believe you or someone else is at risk of serious harm.
- When your consent cannot be gained due to Charles Thermos needing to get you access to an emergency service during a medical and/or psychological crisis.

## How long your personal information is held

In accordance with legal requirements your personal information as an adult client will be stored securely by Charles Thermos for at least seven years from the date of your last psychological service.

Charles Thermos' stores client files in both a secure physical filing cabinet at 244 Malvern Road, Prahran VIC 3181, on Transformative Psychology's secure hard drive, and within a secure cloud-based storage system.

Your personal information will not be used, sold, rented or disclosed for any other purpose.

## Data breach policy

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

## Concerns regarding management of your personal information

If you have a concern about the management of your personal information, you may inform Charles Thermos. 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 <https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>
- By post to: Office of the Australian Information Commissioner, GPO Box 5288, Sydney, NSW 2001.

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