

Policy for Management of Personal Information

This document describes the policy of BMD Psychology Consulting for the management of the practice's clients' information. The psychological service provided is bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000.

Client Information

The practice has access to a purpose built secure electronic health records management system to contain administrative and treatment details of client records, and this system is accessible only to authorised persons. The information on such electronic files includes personal information such as name, address, contact phone numbers, and appointment scheduling, session notes, psychometrics and may include other information which is relevant to the psychological service being provided.

Psychologists at BMD Psychology Consulting may also collect and record client information using hard copy methodology and such information is stored in hard copy client files kept in a lockable filing cabinet and accessible only to authorised persons. Information that is collected or recorded electronically, using desktop, laptop or cloud-based information storage systems, is backed up regularly, and is only stored in secured, password protected systems with cloud based storage systems using secondary verification and password protection and physically secure and protected servers.

Purpose of holding information

The information is gathered as part of the assessment, diagnosis and treatment of the client's condition, and is seen only by the psychologist, his/her professional supervisor, or in the event of the treating psychologist's unexpected incapacity or death, a selected registered psychologist who will step in to inform and assist BMD Psychology Consulting clients to be referred elsewhere, and will ensure all client records are appropriately and confidentiality managed. Authorised practice personnel may view aspects of the file to manage administrative tasks. The information on file is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

Requests for access to client information

At any stage clients may request to see the information about them kept on file. The psychologist may discuss the contents with them and/ or give them a copy. All requests by clients for access to information held about them should be lodged with Brenda Dolieslager, Managing Director of BMD Psychology Consulting. These requests will be responded to within 5 business 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, please inform Brenda Dolieslager, Managing Director of BMD Psychology Consulting. Upon request you can obtain a copy of the National Privacy Principles, which describe your rights and how your information should be handled. You can also visit www.privacy.gov.au/publications/npps01.html for access to this information.

BMD Psychology Consulting also adheres to the Victorian Health Records Act (2001) and the Commonwealth Privacy Act (1988). Although they are different pieces of legislation, there is substantial overlap between them. More resources can be located at the website of the Office of the Health Services Commissioner: www.health.vic.gov.au/hsc/.

The requirements of the Federal National Privacy Principle 1.3 and the Victorian Health Privacy Principle 1.4 are almost identical and are met by BMD Psychology Consulting's Consent Form. The requirements of the Federal National Privacy Principle 5.1 and the Victorian Health Privacy Principle 5.1 are also almost identical and are met by BMD Psychology Consulting's Policy for Management of Personal Information.

Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992, or GPO Box 5218, Sydney, NSW 1042.