

Privacy Policy for the handling of personal information



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Privacy policy for the handling of personal information

This document describes the privacy policy of True Bearing Neuropsychology for the management of your personal information. In providing neuropsychological services, True Bearing Neuropsychology will be required to collect, work with, and retain its clients' 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) and the ethical and practice requirements set out in the Code of Conduct for Psychologists released by the Australian Health Practitioner Regulation Agency (AHPRA) on 01/12/2025.

Personal information

Your information is stored securely and accessed only by your psychologist and the authorised staff or providers of the practice, as required, in accordance with the practice's policies and procedures. True Bearing Neuropsychology staff will take reasonable steps to protect the personal information of clients from misuse, interference or loss, and from unauthorised modification, access or disclosure.

The most common information collected includes your personal details such as name, address, contact phone numbers, email and postal address, medical information, educational and occupational history and legal or offending history (in medicolegal or forensic cases). As part of providing a psychological service, such as a psychological assessment or treatment, we 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 your psychologist in your session and in writing such as letters, reports, email or text messages.
- You interact directly with True Bearing Neuropsychology employees such as our administration staff.
- Other health practitioners, such as your GP, provide personal information to True Bearing Neuropsychology, through referrals, correspondence and medical reports. We receive personal information from other sources, such as lawyers, employers or insurance companies through correspondence or reports.

Information collected from you in physical form will be uploaded to our electronic client database and the physical documents shredded (at P-4 security level). Your information is stored using the highest level of secure electronic systems that adhere to Australian Privacy laws. We use the Australian-owned Splose client management software, which adheres to stringent requirements of the Australian Privacy Principles. Splose uses AES-256 encryption at rest and SSL encryption in data transit. More information on Splose's Privacy Policy can be found here: <https://splose.com/privacy-policy>.

Our payment systems use Stripe for online payment, which is certified as a PCI Service Provider Level 1 (see <https://docs.stripe.com/security> for more information). No payment information such as credit cards are stored directly on our client management system. We use Zoom for telehealth services and will not record telehealth sessions without client consent. Zoom's privacy policies can be found here: https://www.zoom.com/en/trust/privacy/privacy-statement/#_qhklx843v2z7

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

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 assessment, feedback and treatment planning.

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, we may not be able to provide the psychological service to you. Please discuss any concerns you have with your psychologist.

Accessing your personal information

At any stage, you can request to access your personal information kept on file. There may be some exceptions that impact your ability to access the information, which are outlined in the relevant legislation. If you would like to access your information, please discuss it with us or you can request in writing. All written requests for access to information will be responded to in writing within 30 days as per the Privacy Act and an appointment will be made if necessary for clarification purposes. True Bearing

Neuropsychology may refuse the request for such information, or limit the information provided where it is legally entitled to do so. We will endeavour to clarify the reasoning for any refusal to release information and strive to protect the privacy of our clients as the highest priority.

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.

Our practice 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.
- Providing a written report regarding your assessment or treatment to another professional or agency, such as your GP, lawyer or insurance company.
- For 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 deidentify your information in such a way that you remain anonymous.

Research and personal information

Periodically, True Bearing Neuropsychology will engage in research activities to improve the quality of the services we provide and personal information of clients may be used. In this context, the information will not be released to third parties, but will be retained within True Bearing Neuropsychology for the sole purpose of quality evaluation and improvement of services.

True Bearing Neuropsychology may also engage in scientific research and in such cases, clients will be asked to sign a consent form allowing the use of their personal information for the purposes of a specific research project. Any research conducted will be required to obtain prior approval of a Human Research Ethics Committee within the relevant government Department or University.

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 the psychologist must make a mandatory report on a concern (such as sexual harm to children).
- When the psychologist discloses information because they believe you or someone else is at risk of serious harm.

Data breach policy

In the event that any unauthorised access, disclosure or loss of your personal information occurs, True Bearing Neuropsychology will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

We will follow the national requirements set out here: <https://www.oaic.gov.au/about-the-OAIC/our-corporate-information/plans-policies-and-procedures/data-breach-response-plan>

Requests for access and correction to client information

At any stage you may request to see and correct the personal information about you kept on file. Your psychologist may discuss the contents with you and/or give you a copy, subject to the exceptions in the Privacy Act 1988 (Cth).

If your psychologist is satisfied that your personal information is inaccurate, out of date or incomplete, reasonable steps will be taken in the circumstances to ensure that this information is corrected. All requests by you for access to or correction of personal information held about you should be lodged with your psychologist or our administration staff.

All written requests for access to information will be responded to in writing within 30 days (as per the Privacy Act) days and an appointment will be made if necessary for clarification purposes.

Concerns

Clients have a right to make a complaint about the handling of their personal information. If you have a concern about the management of your personal information, you may inform your psychologist by emailing:

admin@truebearingneuro.com.au or call (08) 6289 9007

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.