



CLIENT PRIVACY POLICY

You Psychology Adelaide is an independent private practice. You may contact You Psychology Adelaide by writing to You Psychology Adelaide, 3 Bennet Avenue Melrose Park SA 5039, by emailing youspsychology@outlook.com or by calling 0490 755 953. You have the right to gain access to the information held by You Psychology Adelaide about you. Our Privacy Policy (available upon request) contains information on how you may request access to, and correction of, your personal information and how you may complain about a breach of your privacy and how we will deal with such a complaint.

You Psychology Adelaide needs to collect information about you for the primary purpose of providing quality treatment. In order to fully assess, diagnose and treat you, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through an insurer or compensation agency. Information will be used within the practice for handover if another practitioner provides you with assistance. You Psychology Adelaide will disclose information regarding diagnosis or treatment to your doctor and other treatment providers only with your consent.

In the case of insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your treatment and return to work. You Psychology Adelaide will not disclose your information to commercial companies, however specific service or product information as deemed suitable for your management, may be forwarded to you by us, unless you instruct You Psychology Adelaide not to forward this type of information.

Your written consent will be obtained at the start of your treatment in order to carry out the above activities. We do not disclose your personal information to overseas recipients. Information at You Psychology Adelaide is stored securely and only practice staff have access to it. You Psychology Adelaide takes all reasonable steps to ensure that information collected about you is accurate.

You may have access to your information on request and if you believe that any of the information is inaccurate, we may be able to amend it accordingly. If you do not provide relevant personal or health information, in part or in full, to You Psychology Adelaide it may result in incomplete assessment. This may impact on the diagnosis and the following therapy that is provided.

It is You Psychology Adelaide's responsibility to ensure that all client information collected is fair, lawful, and non-intrusive. All clients have a right of access to their information, which this policy will make certain that You Psychology Adelaide staff follow the right steps to make all clients feel their information is kept privately and how they may access information held about them.

All information collected by a client must contribute to the quality of the service we provide. Information should only be collected which is really needed and ensure quality of service delivery alongside ethical and professional standards. Information collected from the clients should be explained to them as to the purpose of the collection of the specific information.

Sharing of client's information with 3rd parties – consent in writing and listed only people can access information, clients need to be well informed about the circumstances of disclosure.

Minors (under 18 years of age) should have a guardian sign on their behalf.

Legal requirement for the collection of some information There may be some instances where it is required by law or procedure to collect particular information. If so, then it is useful for the practitioner to know when they are doing this and for what reason, under which law and why.