



THE *Rewilding* PSYCHOLOGIST

PRIVACY POLICY FOR THE HANDLING OF PERSONAL INFORMATION

This document describes the privacy policy of The Rewilding Psychologist (ABN: 79982710503) 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), NSW Privacy and Personal Information Protection Act 1998; and NSW Health Records and Information Privacy Act 2002 and adheres to the Psychology Board of Australia (PsyBA) - Code of Conduct (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.

Your information is stored using is stored electronically on a secure and encrypted web-based healthcare software (Halaxy) which complies with various privacy legislative requirements (i.e., the Privacy Act 1988 (Cth); NSW Health Records and Information Privacy Act 2002) and is only accessible by authorised personnel. Personal information collected via telehealth is managed and stored in the same secure manner as in-person services.

The information on each file may include personal information such as:

- name, address, contact phone numbers, email addresses and other contact details;
- initial intake information, therapy notes, reports (i.e., diagnostic reports, NDIS plans, other professionals' reports), completed surveys, copies of information recorded on the whiteboard in session, copies of written homework activities, all correspondences related to the client (email, SMS, logged phone calls);
- medical history, medications, adverse events, social history, family history, referral letters and details of other health service providers involve in care;
- Medicare number, healthcare and/or health fund details;
- financial payment details (such as credit card number);
- legal documents (such as Family Law Court Orders, Apprehended Violence Orders, etc.)

- Records of what happens during sessions, any psychological tests you complete, and any information received from others, such as your GP, lawyer or insurance company.
- any other personal information collected as part of providing the psychological service.

Any printed out hard-copy files are digitally converted, securely stored digitally and then are shredded (security level P4) at the end of the working day so that no physical copies of client information exist.

HOW YOUR PERSONAL INFORMATION IS COLLECTED

There are several ways your personal information is collected, including when:

• You provide information directly to your psychologist in your session and in writing such as letters, email or text messages.

- You interact directly with The Rewilding Psychologist employees such as administration staff.
- Other health practitioners, such as your GP, provide personal information to The Rewilding Psychologist, through referrals, correspondence and medical reports.
- The Rewilding Psychologist 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 The Rewilding 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 treatment.

CONSEQUENCES OF NOT PROVIDING PERSONAL INFORMATION

Psychologists are required to keep clear and accurate client records as part of their professional obligations.

If you have concerns about the collection of your personal information, we encourage you to discuss these with your psychologist so we can explore what feels safe and appropriate for you.

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 The Rewilding Psychologist or you can request in writing (nat@therewildingpsychologist.com). All written requests for

access to information will be responded to in writing within 30 days and an appointment will be made if necessary for clarification purposes.

An administration or session fee will be charged to cover the time required to obtain, collate and communicate the information in an appropriate form. An invoice will be sent and upon confirmation of payment the requested information will be sent/session will commence/communication take place. Any fees will be discussed with you prior to access or release of 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.

This 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.

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.
- 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 The Rewilding Psychologist will activate its data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

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.

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 and an appointment will be made if necessary for clarification purposes.

CHANGES TO THIS POLICY

From time-to-time changes may be made to this policy to reflect changes in the law or professional best-practice guidelines. Clients are encouraged to periodically review this policy to remain informed on current policies.

CONCERNS

If you have a concern about the management of your personal information, you may inform your psychologist or our reception staff. 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.

If you require this policy in an alternative format, please contact The Rewilding Psychologist

The Rewilding Psychologist

ABN: 79982710503

Natalie Hurst

SUITE 9, 110 WILLIAM STREET, PORT MACQUARIE, NSW 2444

Website: www.therewildingpsychologist.com

Email: nat@therewildingpsychologist.com