

Privacy Policy

This policy outlines how we, Goldfields Psychology (ABN: 56 613 633 337) collect, hold, use and disclose personal information. We have adopted the principles contained in the Privacy Act 1988 (Cth), together with the Health Records Act 2001 (Vic) when handling personal information which is health information.

In this Privacy Policy:

“Personal Information” is any information or opinion that may identify you, or by which your identity might be reasonably determined. The personal information you provide us may include, amongst other things, your name, address, email address, and phone number.

“Sensitive Information” means any Personal Information about your racial or ethnic origin, political opinions, memberships of a political organisation, religious belief or affiliation, philosophical belief, membership of a professional or trade association, membership of a trade union, sexual preference or practices, criminal record or health information.

“Health Information” means any Personal Information concerning your health, illness, injury or disability. It also includes your expressed wishes about the provision of health services.

“Health Records” includes information about you that is related to your health. This may include medical records, clinical history, file notes, medications, diagnoses, treatments, tests and results, medical procedures, your genetic information, consents, referrals, clinical correspondence and any other information provided or collected by us relating to your health.

How we collect your personal information

We may collect information from you in many ways including in-person communication, email, telephone, facsimile, via our website or via third parties. Often we receive information about you from third parties, such as medical practitioners or case workers, after you have consented for them to provide information to us. Examples of this type of communication includes referral letters and treatment plans.

Third parties may provide us with information about you where you have provided consent or because the third party believes not providing this information would put you or someone else at risk of harm. We will not deliberately accept information from third parties without your consent unless there is a reasonable risk of harm not to do so. If we are inadvertently provided with information from third parties, where we are uncertain about your consent to this, we will take reasonable steps to communicate this to you.

To provide our services to you, we may collect Personal Information such as your contact details, including your name, email address, telephone number, and your payment and billing information, which we use to bill you for services and to process your payments. We may also collect details of conversations we have had with you or any other information relevant to us.

We may collect your Sensitive Information, your Health Records and other important Health Information where you consent, and such information is reasonably necessary to provide our services to you, or where it is

required or authorised by or under an Australian law or a court/tribunal order. We will make notes about consultations with you, according to the health records guidelines set out by the Australian Health Practitioner Registration Agency (AHPRA).

Use & Disclosure

Personal Information collected by us will generally only be used and disclosed for the primary purpose it was collected, a secondary purpose directly related to the primary purpose, with your consent or where required or authorised by law. This includes maintaining your contact details, providing you with our services and processing payments.

We may disclose your Personal Information to third parties who are integral to the provision of our services. We do not disclose your Personal Information to third parties unless:

1. Your prior consent has been given to (for example):
 - a. Provide a written or verbal report to another professional or
 - b. Discuss the information with another person e.g. a parent or spouse;
2. Failure to disclose the information would place you or another person at serious and imminent risk;
3. Disclosure is required by law (for example, the information is subpoenaed by a court).

Disclosure of your Personal Information may be legally required when we hold the reasonable belief that there is a serious risk to the life, health or safety of you or another person. For example, if there is evidence of danger of harm to self or others, or a reasonable suspicion of abuse, neglect or exposure to family violence of a person under 18 years of age, we may be legally required to report this to the authorities.

We may, from time to time, use Personal Information for another purpose where it would be reasonably expected by you or if permitted by the Privacy Act.

In the event that we sell our business, or engage in a transfer, merger, restructure or change of control or other similar transactions, customer information (containing Personal Information) is generally one of the business assets that forms part of the transaction. Your Personal Information may be subject to such a transfer.

We may provide Health Information to other medical service providers, such as your allied health professionals, general practitioner and specialist medical practitioners. We will only supply this information with your consent, or in circumstances where it is required for the delivery of health services, such as billing and liaising with government offices regarding Medicare entitlements and payments, where it is necessary to prevent or lessen a serious threat to a patient's life, health or safety, or other reason as permitted by law.

Access & Accuracy

You can access and/or correct information we hold about you by contacting us at admin@goldfieldspsychology.com.au. We encourage you to contact us to keep your Personal Information accurate and up to date.

We will respond to your request for Personal Information within a reasonable time. We reserve the right to charge an administration fee to cover the costs of responding to your request, for example, where Personal Information is held in storage.

If required by law or where the information may relate to existing or anticipated legal proceedings, we may deny

your request for access to your information. We will respond to your request, setting out the reasons for our refusal in writing.

Storage & Security

We will take reasonable steps to protect your Personal Information and Health Records from misuse, loss, unauthorised access and modification or disclosure. Personal Information, including Health Records, may be stored electronically through third-party data centres, or in physical storage such as locked filing cabinets. We use commercially reasonable physical, technical, and administrative measures to protect Personal Information that we hold.

Despite taking appropriate measures to protect your Personal Information used and collected by us, no data security measures can guarantee 100% security. We cannot guarantee the security of any information transmitted to us via the internet and such transmission is at your risk.

Most of the information you provide to us will be stored for a minimum of seven years. If we no longer require the use of your Personal Information, we will take reasonable steps to destroy or permanently de-identify it.

Data Breach Notification

A data breach happens when Personal Information is accessed or disclosed without authorisation or is lost. In the case of a data breach, we will make reasonable steps to notify you and the Office of the Australian Information Commissioner, where required, as soon as reasonably practicable.

Anonymous Health Care

We are unable to provide services in circumstances where you wish to remain anonymous.

Reporting to the Chief Health Officer

Under the Public Health and Wellbeing Act 2008 (Vic), we may have a legal obligation to report certain information if the Chief Health Officer makes a public health order applicable to registered health practitioners.

Employment

Employment applications and resumés received by us are securely stored and only used for the purposes for which they were collected.

Cookies, web beacons and analytics

Our website may use 'cookies' technology. Many websites do this to provide information to the website publisher, such as to find out whether the computer has visited the site before.

You can modify your browser to prevent cookie use – however, if you do this our service (and our Site) may not work as effectively. You may find advertisements or links to information on our website. These advertisements are not subject to this privacy policy and we cannot take any responsibility or liability for their policies.

Marketing emails

We will never send you marketing or advertising emails. If you receive communication from us that you believe is not in accordance with this Privacy Policy, or may be in breach of the law, please contact us using the details provided.

Consent

By using this website, completing our consent form or providing us with information through any other means, or otherwise engaging our services, you consent to us and our psychologists collecting, using and disclosing your Personal Information including Health Information, in accordance with this Privacy Policy.

Changes to this policy

We may change this Privacy Policy from time to time. Any updated versions of this Privacy Policy will be posted on our Site. You should periodically check and review our current Privacy Policy. Your continued use of any of our Site and services constitutes your acceptance and understanding of the Privacy Policy as in effect at the time of your use. This Policy is current as of 11 April 2025.

Enquiries or Complaints

If you have any questions or complaints regarding our privacy policy please do not hesitate to contact us in writing at:

Goldfields Psychology
46 Sternberg Street, Kennington VIC 3550
or via email at admin@goldfieldspsychology.com.au