Santai Psychology Privacy Policy

Introduction

This Privacy Policy applies to all clients of Santai Psychology, including adults, adolescents, parents, carers, guardians, referrers, and other individuals who interact with the practice.

Santai Psychology is committed to protecting the privacy, confidentiality, and security of personal information. We manage personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and applicable professional and ethical obligations governing registered psychologists in Australia.

How We Collect Your Personal Information

Personal information may be collected directly from you when you contact the practice, complete intake or consent forms, book appointments, attend consultations, participate in telehealth appointments, complete assessments, communicate via email or telephone, submit website enquiries, or otherwise engage with our services.

With your consent, or where authorised or required by law, information may also be collected from third parties including GPs, psychiatrists, paediatricians, allied health professionals, schools, NDIS providers, support coordinators, plan managers, carers, guardians, referrers, and other persons involved in your care.

What Personal Information We Collect

Information collected may include identifying information, contact details, date of birth, emergency contacts, Medicare details, DVA information, NDIS information, referral information, health and medical information, assessment results, clinical notes, reports, correspondence, billing information, payment information, and other information reasonably necessary for the provision of psychological services.

Website Information and Cookies

When you access our website, limited technical information may be collected automatically through cookies, analytics services, and similar technologies. This information may include browser type, device information, IP address, pages visited, and website usage statistics.

This information is generally used to improve website functionality, security, performance, and user experience and is not used to identify individuals.

Why We Collect, Use and Disclose Personal Information

Personal information is collected, used, and disclosed to provide psychological services, conduct assessments, maintain clinical records, coordinate care, communicate with clients, process Medicare claims and payments, prepare reports, comply with legal obligations, undertake supervision and quality improvement activities, and manage practice administration.

Where practicable, consent will be obtained before information is shared with third parties. Information may be disclosed without consent where required or authorised by law.

Confidentiality and Its Limits

Confidentiality is an important part of the therapeutic relationship. Information shared during psychological services will generally remain confidential.

However, information may be disclosed without consent where there is a serious and imminent threat to the health or safety of any person, concerns regarding a child or young person's safety or wellbeing, a court order, subpoena, lawful authority, or other circumstances required or authorised by law.

Only information reasonably necessary for the relevant purpose will be disclosed.

Children, Adolescents and Parent/Carer Involvement

When working with children and adolescents, Santai Psychology seeks to balance the young person's right to privacy with the involvement of parents, carers, and those with parental responsibility.

The extent of information shared will depend on the young person's age, maturity, capacity to make healthcare decisions, legal arrangements, parental responsibility, and clinical circumstances. Parents and carers may receive information regarding treatment goals, recommendations, attendance, and matters relevant to supporting wellbeing where appropriate.

Record Keeping and Retention

Clinical records are maintained in accordance with legal and professional requirements. Records are generally retained for a minimum of seven years from the date of last contact. Records relating to clients who were under 18 years of age are generally retained until the client reaches 25 years of age, or longer where required by law.

Professional Consultation and Supervision

To support high-quality service delivery, information may occasionally be discussed during professional supervision or peer consultation. Reasonable steps will be taken to protect privacy and confidentiality, and all information discussed will be de-identified.

How We Store and Protect Your Personal Information

Santai Psychology uses secure systems including Halaxy, NovoPsych, Q-global, secure email services, and integrated telehealth platforms.

Security measures include password protection, encryption, secure authentication processes, restricted access controls, information security procedures, and secure storage practices. Administrative staff only access information necessary for administrative duties and do not routinely access clinical notes, reports, or assessment results.

Health information is managed in accordance with privacy legislation, professional standards, and record-keeping obligations.

Use of Artificial Intelligence (AI) Technologies

Where consent has been obtained, Santai Psychology may utilise approved AI-assisted technologies such as NovoPsych AI Scribe to assist with clinical documentation.

AI-generated content is reviewed, edited, and approved by the treating psychologist before inclusion in the clinical record. AI technologies do not replace professional clinical judgement, assessment, diagnosis, treatment planning, or decision-making. Consent may be withdrawn at any time.

Overseas Disclosure of Personal Information

Some technology providers used by Santai Psychology may utilise cloud-based infrastructure, support services, or data centres located outside Australia.

Personal information may therefore be stored, processed, backed up, or accessed in overseas jurisdictions where reasonably necessary for service delivery and practice administration. Reasonable steps are taken to ensure service providers maintain appropriate privacy, confidentiality, and security safeguards.

Accessing and Correcting Your Personal Information

You may request access to personal information held about you and request correction of information that is inaccurate, incomplete, out of date, misleading, or irrelevant.

Requests should be made in writing. Identification may be required before processing requests. Requests relating to children and adolescents will be considered in accordance with applicable laws, parental responsibility arrangements, the young person's capacity to make decisions regarding healthcare, and professional obligations.

Access may be limited where permitted by law.

Privacy Breaches and Data Security

Santai Psychology maintains procedures for identifying, investigating, and responding to suspected privacy and data security incidents.

Where a data breach is likely to result in serious harm, affected individuals and relevant authorities, including the Office of the Australian Information Commissioner (OAIC), will be notified in accordance with applicable legislation.

Privacy Questions, Concerns and Complaints

Privacy enquiries, requests for access or correction, and privacy complaints may be directed to:

Santai Psychology
Phone: 0494 760 091
Email: reception@santaipsychology.com.au
Website: www.santaipsychology.com.au

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC).

Phone: 1300 363 992
Website: www.oaic.gov.au
Postal Address: GPO Box 5288, Sydney NSW 2001

Changes to This Privacy Policy

Santai Psychology may update this Privacy Policy from time to time to reflect changes in legislation, technology, professional obligations, or business practices.

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