



Privacy Policy

This document outlines the Privacy Policy of Anker Psychology for the management of clients' personal information. The psychological services provided are bound by the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

Client Information

Client files are securely stored in a purpose-built electronic document management system, accessible only to authorised employees. Each file contains personal information such as name, address, contact details, medical history, and other relevant details collected as part of providing psychological services.

Collection of Personal Information

Personal information is collected in various ways during psychological consultations, including when clients:

- Complete digital intake forms;
- Provide information via email or other correspondence;
- Interact directly with Anker Psychology' staff (e.g., reception or administrative staff); or
- Are referred by other health practitioners who share information via referral letters, reports, or correspondence.

Consequences of Not Providing Personal Information

If a client chooses not to provide personal information as outlined in this policy, Anker Psychology may be unable to offer appropriate psychological services. In some cases, clients may request anonymity or use a pseudonym, unless it is impractical for Anker Psychology to proceed or if legal obligations require otherwise.

Purpose of Holding Personal Information

Personal information is collected and retained for the purpose of delivering effective psychological services, including assessment, diagnosis, and treatment. This information documents what occurs during sessions and supports the provision of informed, high-quality care.

Disclosure of Personal Information

Client information remains confidential except where:

- It is subpoenaed by a court or required/authorised by law;
- There is a serious risk to life, health, or safety to the client or another person; or
- The client has provided prior written consent to:
 - a) Share a report with another professional or agency (e.g., GP, lawyer);
 - b) Discuss information with another person (e.g., parent, employer, healthcare provider, or funder);
 - c) Disclose information in another agreed manner; or
 - d) Share relevant information with another professional or agency directly related to the primary purpose of collection.

Personal information will not be disclosed to overseas recipients unless required by law or with the client's explicit consent. Anker Psychology does not sell, rent, or use personal information for any other purpose.

In the event of unauthorised access, disclosure, or loss of personal information, Anker Psychology will implement its Data Breach Response Plan to mitigate any potential harm.

Access and Correction

Clients may request access to, or correction of, personal information held about them at any time. Requests should be directed to Anker Psychology Team.

Upon receiving a request, the psychologist may discuss the content with the client and provide access or copies where appropriate, subject to exceptions under the Privacy Act 1988 (Cth). If information is found to be inaccurate, incomplete, or out of date, reasonable steps will be taken to correct it. All requests will receive a written response within 10 business days, and an appointment may be arranged for clarification if required.

Concerns and Complaints

If clients have concerns regarding the management of their personal information, they are encouraged to contact Anker Psychology Team.

Clients may also access a copy of the Australian Privacy Principles for further information about their rights.

If concerns are not resolved, clients can lodge a formal complaint with the Office of the Australian Information Commissioner (OAIC):

- Phone: 1300 363 992
- Online: www.oaic.gov.au/privacy/making-a-privacy-complaint
- Post: GPO Box 5218, Sydney NSW 2001