

THRIVE THROUGH

Privacy Policy

Respectful, secure and transparent handling of your information

Our Commitment to Your Privacy

We are committed to protecting your privacy and handling your personal and health information in a respectful, secure, and transparent manner.

As an Accredited Social Worker, our practice complies with:

- The Privacy Act 1988 (Cth)
- The Australian Privacy Principles (APPs)
- The Health Records and Information Privacy Act 2002 (NSW)
- The AASW Code of Ethics (2020)

Your information is treated as sensitive health information and is afforded the highest level of protection under Australian law.

What Information We Collect

We collect personal and health information that is reasonably necessary to provide therapeutic services. This may include:

- Full name, date of birth, address, phone number, and email address
- Emergency contact details
- GP and referring practitioner details
- Mental health history and medical history
- Risk information and safety planning documentation
- Session notes and clinical assessments
- Reports, letters, and correspondence
- Payment and billing records

Where required, we may also collect information from third parties (e.g., GPs, schools, psychiatrists) with your written consent.

Why We Collect Your Information

We collect and use your information for the following purposes:

- To provide assessment, therapy, and related services
- To maintain accurate clinical records
- To communicate with you and relevant professionals (with consent)
- To meet legal, ethical, and professional obligations

We will only collect information that is relevant and necessary to your care.

How Your Information Is Stored

Your information is stored securely using a combination of:

- Secure electronic practice management systems
- Password-protected devices
- Encrypted cloud storage located within Australia
- Secure physical storage (if applicable)

We use NovoNote, an AI-powered clinical documentation tool developed by NovoPsych. NovoNote uses secure cloud-based storage via Amazon Web Services (AWS) servers located within Australia. Data storage complies with:

- Australian Privacy Principles (APPs)
- GDPR
- HIPAA-equivalent standards

Access to your information is restricted to authorised personnel only.

Use of AI in Clinical Documentation

We may use AI-supported tools (such as NovoNote) to assist in generating clinical documentation.

This means:

- Session notes may be transcribed or summarised using secure AI software
- Data remains encrypted and stored within Australia
- AI tools do not replace clinical judgement
- All documentation is reviewed, edited, and approved by the treating clinician

You may withdraw consent for AI-supported documentation at any time.

Confidentiality

Your information is confidential and will not be disclosed without your consent, except where required or permitted by law.

Limits to confidentiality include situations where:

- There is a serious risk of harm to you or another person
- There are mandatory reporting obligations (e.g., child protection)
- Records are subpoenaed by a court
- Disclosure is required by law

Where possible and appropriate, we will discuss disclosures with you beforehand.

Access to Your Records

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request copies of reports (fees may apply)

Requests must be made in writing. We may refuse access where permitted under law, and reasons will be provided in writing.

Record Retention

In accordance with NSW legislation and professional standards:

- Adult records are retained for a minimum of 7 years from the date of last contact
- Records for clients under 18 are retained until they reach the age of 25
- After this period, records are securely destroyed

Website and Online Data

Our website may collect limited non-identifiable data via cookies for analytics purposes. If you submit an enquiry form, the information you provide is stored securely within our practice management system.

We do not sell, rent, or trade personal information.

Complaints

If you have concerns about how your information has been handled, please contact:

Name	Alanna Yao
Email	yaosiyualanna@gmail.com
Phone	0401 415 051

If your concern is not resolved, you may contact:

- Office of the Australian Information Commissioner (OAIC)
- Australian Association of Social Workers (AASW)

We are committed to addressing privacy concerns respectfully and promptly.

Updates to This Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation or practice procedures. The most current version will always be available upon request or on our website.