

*ABN: 27 612 290 579*

*Shop BG09 Moonee Marketplace, Moonee Beach Rd, Moonee Beach, NSW 2450*

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**Lighthouse Health and Education – Privacy Policy**

**Introduction**

Our Privacy Policy provides you with information regarding how your personal information is collected and used within our psychology practice, and the circumstances in which we may share it with third parties.

**Dealing with us anonymously**

You have the right to deal with us anonymously or under a pseudonym, unless it is impracticable for us to do so, or unless we are required or authorised by law to only deal with identified individuals.

**Your consent**

When you become a client of this practice, you provide consent for our psychologists and practice staff to access and use your personal information, so they can provide you with the best possible health care. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

**Your personal information**

Our practice collects your personal information to provide health care services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health.

***The information we will collect about you includes:***

* Name, date of birth, address, phone numbers and other relevant contact details
* Relevant health and medical information, including any information provided by your GP, specialist or other allied health professional through referral processes
* Medicare number for claiming purposes
* Private Health Fund details for claiming purposes
* NDIS number, personal goals and plan review date

***We collect, hold and use your personal information for a number of purposes:***

* To ensure you receive the best and most personalised care possible while you are a client at Lighthouse Health and Education
* To send communications such as reports, summaries and reviews to you and any relevant referring or treating doctors, specialists or other allied health professionals
* To provide relevant information and advice to you
* To update our records and keep your contact details current

***Our practice may collect your personal information in a number of ways:***

* When you first visit our practice, you will be required to fill out a *Client Information Intake* form, which collects your contact details and basic medical information
* During therapeutic intervention or assessment
* We may also collect your personal information when you send us an email or an SMS, telephone us, or communicate with us using social media
* In some circumstances, personal information may also be collected from other sources, such as: your guardian or responsible person, other health or education providers invested in your care, or via your health fund, Medicare or NDIS

A *Request and Consent to Release and/or Share Confidential Records and Information* formcan be collected from Reception. This form is used when you wish for another health or education provider to share relevant observations, reports, records or summaries with us.

***At times we may need to share your information:***

* With other health care providers, such as your GP, specialist or other allied health professional
* When it is required or authorised by law, such as a court subpoena
* When it is necessary to lessen or prevent a serious threat to a client’s life, health or safety, or public health and safety
* When there is a statutory requirement to share certain personal information

Only people who need to access your information will be able to do so. Other than in the course of providing health care services or as otherwise described in this policy, we will not share personal information with any third party without your consent. Our practice will not share your personal information with anyone outside of Australia (unless under exceptional circumstances that are permitted by law) without your consent. Neither will our practice use your personal information for direct marketing without your consent.

***Our practice will store your personal information in various forms:***

* Electronic records
* Paper records

***Our practice stores all of your personal information respectfully and responsibly:***

* In secure and protected ICT and storage systems

***You have the right to request access to your personal information:***

* We ask that you put this request in writing using the *Request to Access Personal Information* form which can be collected from Reception
* Depending on the way in which you wish to access your personal information, we may require up to 30 days to process your request
* The fee for this service will be calculated based on time and resources used in the process of retrieving, collating and disseminating the information requested
* The Privacy Act states that we can reject this request if we believe we have due reason
* If we reject your request, a reason will be provided in writing

***You have the right to request correction of your personal information:***

* We ask that you put this request in writing using the *Request to Correct Personal Information* form which can be collected from Reception
* The Privacy Act states that we can reject this request if we believe we have due reason
* If we reject your request, a reason will be provided in writing

***Our practice likes to ensure your details are always accurate and up-to-date:***

* If you move to a new house or get a new phone number, please let us know as soon as possible so we can update our records
* You can update your details by calling 02 6656 4765 or by emailing [admin@lighthousehealthandeducation.com.au](mailto:admin@lighthousehealthandeducation.com.au)

**Complaints Process**

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you have in writing, using the *Client Complaint* form which can be collected from Reception, addressed to:

Privacy Officer

Lighthouse Health and Education

Shop BG09 Moonee Marketplace, Moonee Beach Road,

Moonee Beach NSW 2450

We will attempt to resolve any issues within 30 days of receipt of complaint, in accordance with our Five-Step Resolution Process. You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you give them time to respond before they will investigate. For further information, visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.

**Privacy review statement**

Our Privacy Policy is reviewed regularly to ensure it is in accordance with any changes that may occur to the Privacy Act or other relevant legislation. Clients will be notified of these changes via a notice at Reception and through our website: http://www.lighthousehealthandeducation.com.au