

Privacy Policy for the Handling of Personal Information

If you have any cultural, communication, or accessibility needs, please let your psychologist know so they can ensure this process feels safe and comfortable for you.

This privacy policy describes how Bhumi Psychology manages clients' personal information. The psychological service provided is bound by the legal requirements of the [Australian Privacy Principles \(APP\)](#) set out in the Privacy Act 1988 (Cth), and relevant state/territory legislation. Bhumi Psychology is also required to comply with the Psychology Board of Australia Code of Conduct (2025), which outlines professional and ethical obligations relating to cultural safety, respect, confidentiality, informed consent, and the appropriate and transparent handling of personal information.

This Privacy Policy applies to all personal information collected by Bhumi Psychology, including information collected from current and prospective clients, carers, guardians, referrers, support persons, and other individuals who contact or engage with the practice.

Client information

Bhumi Psychology may collect and hold personal information that is reasonably necessary to provide psychological services, respond to enquiries, manage appointments and billing, and meet legal and professional obligations. This may include identifying and contact information, emergency contact details, Medicare and billing information, referral information, relevant medical and psychological history, assessment and treatment records, session notes, correspondence, and information relating to an individual's wellbeing, safety, or care. Under the Privacy Act 1988 (Cth), health information is considered sensitive information and is subject to additional privacy protections.

Collection of Personal Information

Bhumi Psychology generally collects personal information directly from individuals through consultations, intake and consent forms, phone calls, emails, website enquiries, telehealth sessions, psychological screening or assessment measures, either electronically or in hard copy, and other communications relating to care or service enquiries. To provide appropriate psychological services, Bhumi Psychology may collect information relevant to an individual's circumstances, including referral information, clinical history, assessment outcomes, session notes, and information relating to wellbeing, risk, or support needs. Information may also be collected to support culturally safe, inclusive, and accessible care, including language preferences, cultural considerations, communication needs, and accessibility requirements.

Where appropriate and with consent, information may also be collected from referring practitioners, healthcare providers, carers, guardians, support persons, Medicare, insurers, or other third-party funding bodies. Bhumi Psychology only collects personal information that is reasonably necessary for the provision of psychological services and associated administrative functions.

Purpose of Collecting and Holding Information

Bhumi Psychology collects, uses, and holds personal information for the purposes of providing psychological assessment, treatment, and support; responding to enquiries; maintaining accurate clinical and administrative records; communicating with individuals and relevant healthcare providers; facilitating culturally responsive, culturally safe, and accessible care; managing appointments, billing, and Medicare claims; and meeting legal, ethical, and regulatory obligations. Personal information may also be used where necessary to manage risk or respond to emergencies or serious threats to health or safety. Personal information will generally only be used for the primary purpose for which it was collected or for related purposes that would reasonably be expected.

How Personal Information Is Stored

All personal information and clinical records are treated as confidential and stored securely using reasonable administrative, physical, and technological safeguards, including secure practice-management software and encrypted electronic systems. Bhumi Psychology takes reasonable steps to protect information from misuse, interference, loss, unauthorised access, modification, or disclosure. Access to personal information is limited to authorised persons who require access for legitimate clinical or administrative purposes, including your psychologist, authorised administrative staff, and contracted IT or system service providers who are bound by confidentiality and privacy obligations.

Psychologists are required to keep clinical records for at least 7 years after the date of the last service for adult clients. For clients under 18 years of age, records must be kept until the individual reaches 25 years of age.

Destruction of your Clinical Record

Clinical records are securely destroyed in accordance with legal and professional requirements. This includes the physical destruction of paper records (e.g., shredding) and the secure erasure or physical destruction of electronic records and devices to ensure data cannot be recovered. A destruction register is maintained recording key details such as the client name, the relevant record period, and the date of destruction. All destruction processes are carried out in a manner that ensures information is permanently irretrievable and cannot be used to identify the individual.

Consequences of Not Providing Information

Individuals are not required to provide personal information; however, if relevant information is withheld, Bhumi Psychology may be unable to provide appropriate psychological services, respond to enquiries, facilitate appointments, verify eligibility for Medicare or other rebates, communicate effectively regarding care, or comply with legal and professional obligations. In some circumstances, services may need to be delayed, limited, or declined if sufficient information is not available.

Email and Digital Communication

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Bhumi Psychology may communicate with clients, prospective clients, carers, referrers, and other relevant individuals via email, SMS, phone, and other digital platforms for administrative and therapeutic purposes. This may include appointment reminders, invoices, forms, resources, and correspondence relating to care or service enquiries. Reasonable steps are taken to protect information transmitted electronically in accordance with applicable privacy obligations; however, while safeguards are in place, electronic communications (including email and internet-based systems) may carry inherent privacy and security risks. Individuals may request alternative methods of communication where appropriate.

Telehealth

Bhumi Psychology may provide services via telephone and secure video conferencing platforms that use compliant, clinically appropriate software designed to support privacy and confidentiality. While reasonable steps are taken to use secure and privacy-conscious systems, individuals acknowledge that all electronic communication and online platforms carry some inherent privacy and security risks.

Individuals are responsible for ensuring they are in a private, secure, and appropriate location for telehealth sessions where confidentiality can be reasonably maintained. If a psychologist determines that a client is not in a suitable or sufficiently private environment, the psychologist may decline to proceed with or may reschedule the session in order to protect confidentiality and clinical safety. In such cases, a late cancellation or non-attendance fee may apply in accordance with the practice's cancellation policy.

Records relating to telehealth services are managed in the same manner as in-person consultation records and are subject to the same privacy protections and retention requirements.

Accessing and Correcting Your Information

Individuals may request access to, or correction of, their personal information in accordance with the Privacy Act 1988 (Cth). Requests should be made in writing, and Bhumi Psychology may require verification of identity before releasing information. Access may be refused in limited circumstances permitted by law, including where providing access may pose a serious threat to the life, health, or safety of any person, unreasonably impact another person's privacy, or otherwise be unlawful. Where information is found to be inaccurate, incomplete, or out of date, reasonable steps will be taken to correct the information.

Requests may be made via phone, email, in writing or in person. Bhumi Psychology will respond within 30 days.

Continuity in Service Provision

Bhumi Psychology recognises the importance of continuity of care and appropriate management of records. In the event of extended absence, incapacity, retirement, or closure of the practice, reasonable steps will be taken to ensure that records are securely retained, transferred, or otherwise managed in accordance with legal and professional obligations. Where appropriate,

individuals may be notified of arrangements relating to the ongoing management of their information and care.

Confidentiality of Information

Your information will remain confidential except where: you provide consent for information to be shared with relevant professionals or agencies; de-identified information is used for clinical supervision, training, or professional consultation; disclosure is required or authorised by law; mandatory reporting obligations apply; or there is a reasonable belief that there is a risk of serious harm to you or another person. Where it is safe and appropriate to do so, Bhumi Psychology will discuss any intended disclosures with you prior to them occurring.

Data Breach Policy

Bhumi Psychology takes data security seriously and maintains procedures for responding to suspected or actual privacy breaches. A data breach may include unauthorised access, disclosure, loss, or misuse of personal information. Where a data breach is likely to result in serious harm, Bhumi Psychology will comply with obligations under the Notifiable Data Breaches scheme, including assessing and containing the breach, taking reasonable remedial action, notifying affected individuals where required, and reporting eligible breaches to the Office of the Australian Information Commissioner.

Concerns and Complaints

Individuals who have questions, concerns, or complaints regarding privacy or the handling of personal information are encouraged to contact Bhumi Psychology directly in the first instance. Bhumi Psychology will take all privacy concerns seriously and endeavour to respond in a timely and respectful manner. If a concern cannot be resolved, individuals may contact the Office of the Australian Information Commissioner.

Concerns about professional conduct may be made to the Australian Health Practitioner Regulation Agency (Aphra).