



## PRIVACY & COLLECTION OF PERSONAL INFORMATION POLICY

The Nixon Clinic complies with the legal requirements of the Australian Privacy Principles set out by the Privacy Act 1988 (Cth) in relation to the management of client's personal information. The Nixon Clinic complies with the Health Privacy Principles and the ethical guidelines of the Australian Counselling Association in the collection, use and disclosure of all health information.

### What Information is Collected

The Nixon Clinic collects and stores client's personal information that is provided by the client for the purposes of providing a counselling service. The information on each file includes:

- *name*
- *address*
- *contact telephone number(s)*
- *email address*
- *date of birth*
- *medical history*
- *billing information*
- *general appointment information and any other personal information*

All hard copies of documents provided to The Nixon Clinic will be scanned and saved to the clients file and the hard copy destroyed.

### How Clients Personal Information is Collected

The Nixon Clinic collects personal information in the following ways; when a client makes an enquiry, books an appointment, emails the practice, telephones the practice, engages with the practice on social media, completes documentation, in a counselling session, when a letter or report is requested, when an assessment is completed, an online booking is made, a third party service provider makes contact with The Nixon Clinic (if a client is referred through an EAP / doctor / NDIS or other third party, they usually provide us with the clients contact information and other information relevant to the referral).

### Where Clients Personal Information is Stored

The Nixon Clinic uses Halaxy which is a global platform for clinical software. It is protected by 256-bit bank grade security and encryption, which means records, notes and payment information is protected to the same level used in banks. All



information is encrypted and stored in a securely protected data centre in Australia with multiple backups in place. To learn more about Halaxy's privacy and security, go to <https://www.halaxy.com/article/privacy>

### Consequence of not providing personal information

The client may not wish for their personal information to be collected, or they prefer to remain anonymous or use a pseudonym, The Nixon Clinic will consider the clients request, unless it is impracticable to deal with the client, or if the law states that The Nixon Clinic is required or authorised to deal with identified individuals only. It is important that clients are aware that failure to provide The Nixon Clinic with all the information requested, means that The Nixon Clinic may not be able to deliver counselling services.

### Why Hold Clients Personal Information

In the course of providing clients with services The Nixon Clinic will use the information collected to provide counselling services and to correspond with clients as and when required.

### Disclosure of Clients Personal Information

Clients personal information will remain confidential except in situations that may fall within exceptions of confidentiality, they include:

- *A client discloses that they may harm themselves or another person.*
- *A client discloses information that indicates potential or actual child abuse.*
- *A client discloses that they have committed a crime.*
- *A client file is subpoenaed by a court of law.*
- *A client provides the counsellor with written permission to disclose (e.g., when making a referral to another service provider)*

Clients personal information will not be used, sold, rented or disclosed for any other purpose.

### Requests for Access and Updates to Clients Personal Information

The Nixon Clinic will provide clients with access to their personal information that has been collected by written request, subject to the Privacy Act 1988 (Cth). Where records are found to be inaccurate, The Nixon Clinic will take reasonable steps to ensure the information is corrected. All requests for corrections or access to



personal information should be sent to Carrie Williams (Director of The Nixon Clinic) via email [thenixonclinic@outlook.com](mailto:thenixonclinic@outlook.com), emails will be responded to within 14 days.

### Changes to this Privacy Policy

From time to time, The Nixon Clinic may make amendments the Privacy and Collection of Personal Information Policy. Any changes will be effective immediately upon the uploading of the revised privacy policy on [www.thenixonclinic.com.au](http://www.thenixonclinic.com.au) By continuing to use The Nixon Clinic website and/or the counselling service following any changes, you will be deemed to have agreed to such changes. If you do not agree with the terms of this privacy policy, as amended from time to time, in whole or part, you must terminate your use of the website and inform us immediately prior to any further receipt of our counselling services.

### Contact Us

If a client has any questions or concerns about the management of personal information, or about the Privacy and Collection of Personal Information Policy, they may contact The Nixon Clinic at [info@thenixonclinic.com.au](mailto:info@thenixonclinic.com.au). Clients can also obtain a copy of the Australian Counselling Association Code of Ethics and or make a complaint via their website <https://www.theaca.net.au/lodge-a-complaint.php>

Please write your name and sign below

NAME.....

SIGNATURE .....