

Privacy Policy

Effective Date: 19/07/2025

Practice Name: Slo Psychology Studio

Contact: admin@slopsychologystudio.com.au

Purpose

At Slo Psychology Studio, we are committed to protecting your personal information and complying with the **Privacy Act 1988 (Cth)**, including the **Australian Privacy Principles (APPs)**.

This policy outlines how we collect, use, store, and disclose your personal information.

Scope

This Privacy Policy applies to all personal information collected by Slo Psychology Studio in the course of providing psychological services, whether in person, via telehealth (Zoom), or through our website. It also applies to personal information collected through our online forms, booking system (Zanda), and payment processor (Stripe).

This policy covers current and prospective clients, individuals who contact us via the website, and visitors to our website.

What information is collected

For clients or prospective clients of Slo Psychology Studio, we may collect the following personal information:

- Your name, date of birth, and contact details
- Referral information (e.g., GP or third-party referrer)
- Medicare or private health insurance details
- Payment information (e.g., credit card via Stripe)
- Medical or psychological history
- Therapeutic notes
- Information submitted through our website (e.g., enquiries or bookings)
- Technical data (e.g., IP address or device type) from website cookies or analytics tools

How We Collect Information

We collect information through:

- In-person sessions
- Phone or video consultations (via Zoom)
- Online forms or email enquiries

- Our practice management system (Zanda, powered by Power Diary)
- Online booking and intake processes
- Payment processors (e.g., Stripe)
- Website analytics tools (cookies, third-party tracking)

Why We Collect Your Information

We collect your personal information to:

- Deliver psychological services to you
- Manage bookings, communication, and follow-up care
- Record and maintain clinical notes
- Process payments and issue invoices
- Fulfil our legal, ethical, and professional obligations
- Improve the quality and functionality of our website and services

Consequences of Not Providing Your Information

You are not obligated to provide any personal information; however, if you choose not to provide certain information, it may limit our ability to offer appropriate psychological services, affect the quality, safety, or continuity of your care, prevent us from processing bookings or payments or limit our ability to meet legal or reporting obligations (e.g., Medicare claims, referrals)

We will always explain why we need particular information and aim to respect your preferences wherever possible.

Access to your personal information

You as the client are entitled to access your personal record, unless legal exceptions are present. Should you require access, your psychologist will discuss appropriate forms of access with you.

How We Store and Protect Your Information

Your information is securely stored in the following platforms:

- **Zanda (Power Diary):** Our practice management system, used for appointment scheduling, client records, and session notes. It is hosted in Australia and complies with data security standards.
- **Stripe:** Our secure, PCI-DSS compliant payment processor. We do not store your full credit card details. More information can be found in the following links, regarding Stripe's security and privacy system:
<https://docs.stripe.com/security>
<https://stripe.com/au/legal/privacy-center>
- **Zoom:** Used for video sessions.
- Secure email platforms and devices protected by encryption and strong passwords

We take all reasonable steps to safeguard your data against misuse, interference, or unauthorised access.

Disclosure of Personal Information

We do not share your personal information without your consent unless required under the following circumstances:

Medicare requirements

If you are accessing care through a mental health care plan. Medicare requires feedback to be provided to your referring GP regarding use of your referral and progress, in the case of requesting further sessions, and on completion or disengagement.

Funding bodies

If your care is funded through an alternate organisation, information may be required to be shared, regarding assessment, progress and or recommendations. If you are funded by another organisation, specific information will be discussed prior to your first appointment, as it relates to you.

Legal obligations

When required by law, such as under a subpoena

As required by relevant laws (e.g., mandatory reporting laws)

Risk of harm

If your psychologist forms a reasonable belief that failure to disclose the information would place you, or another person at serious risk of harm to life, health or safety.

With relevant consent

With your consent, one off or ongoing consultations may be had with relevant others involved in your care (e.g., lawyers, other medical professionals, family members, support workers).

Third-party services we use (Zanda, Stripe, Zoom) only have access to information necessary to provide their services and are bound by their own privacy and security obligations.

Notifiable data breach

In accordance with the **Notifiable Data Breaches (NDB) scheme** under the **Privacy Act 1988 (Cth)**, Slo Psychology Studio will notify affected individuals and the Office of the Australian Information Commissioner (OAIC) if a data breach occurs that is likely to result in serious harm.

We will identify and contain the breach as soon as possible, assess the nature and impact of the breach, notify individuals who are affected, outlining the nature of the breach, the information involved, and steps they can take, notify the OAIC as required

Data retention

In line with psychology regulations, psychological records are kept for 7 years after the last contact (or until age 25, for clients under the age of 18). After 7 years, all information is destroyed.

Website and Cookies

Our website may use cookies and third-party tools such as Google Analytics to collect non-identifying information about your visit (e.g., pages viewed, time spent, browser type). This helps us understand how visitors use our site and improve our services.

You can opt out of cookies through your browser settings.

Complaints

If you have concerns about how your information has been handled, please contact us at admin@slopsychologystudio.com.au. We take all complaints seriously and will respond as quickly as possible.

If you are not satisfied with our response, or believe your privacy rights have been violated you may contact the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

Updates to This Policy

We may update this policy occasionally to reflect changes to our practice, technology, or legal obligations. The most current version will always be available on our website.

Consent

By choosing to engage in psychological services at Slo Psychology Studio, you confirm that you have read and understood this Privacy Policy. Your consent will be formally recorded at the beginning of your care.