

Applied Psychology Privacy Policy

Last updated: September 2026

Applied Psychology is committed to protecting your privacy and maintaining the confidentiality of your personal and health information.

This Privacy Policy explains how Applied Psychology collects, uses, stores and discloses personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

1. Information we collect

To provide psychological and related services, Applied Psychology may collect personal and sensitive information including:

- your name, date of birth, contact details and address
- emergency contact information
- health, psychological and mental health information
- alcohol and other drug treatment history
- medical history, medications and information about other treating health professionals
- referral information from GPs, rehabilitation services and other health professionals
- information you provide through intake, consent or assessment forms
- clinical notes and treatment records
- Medicare, DVA, private health or other funding information where applicable
- billing and payment information
- correspondence and communications with you
- information reasonably required to provide safe and appropriate psychological care.

Health information is considered sensitive information under Australian privacy law and is afforded additional protection.

2. How information is collected

Where possible, information is collected directly from you.

Information may also be received from other people or organisations involved in your care, including:

- your GP
- residential rehabilitation or treatment providers
- psychiatrists and other health professionals
- hospitals or health services
- a parent, guardian or authorised representative
- other services involved in your care, where you have consented to the sharing of information or where disclosure is otherwise permitted or required by law.

For clients transitioning from residential treatment, Applied Psychology may receive a referral or clinical handover from the rehabilitation provider before your first appointment.

3. Why we collect and use your information

Your information may be used to:

- assess whether Applied Psychology can appropriately provide services to you
- provide psychological assessment, treatment and continuing care
- support continuity of care between treatment providers
- communicate with you about appointments and treatment
- liaise with other health professionals involved in your care, with your consent
- process payments, Medicare rebates or other applicable claims
- maintain appropriate clinical and administrative records
- meet professional, ethical and legal obligations
- manage concerns, complaints and clinical safety issues.

Applied Psychology will only collect information that is reasonably necessary for providing its services or meeting applicable legal and professional obligations.

4. Confidentiality and disclosure

Information disclosed during psychological treatment is treated as confidential. Your information will not ordinarily be shared with another person or organisation without your consent.

There are circumstances, however, in which information may need to be disclosed without your consent. These may include where:

- disclosure is required or authorised by law
- there is a serious concern about your safety or the safety of another person
- mandatory reporting or child protection obligations apply
- records are required under a valid legal process
- disclosure is otherwise permitted under Australian privacy legislation.

Where appropriate and legally permissible, these circumstances will be discussed with you.

Information may also be disclosed, with your consent, to professionals or services involved in your care, such as your GP, psychiatrist, rehabilitation provider or another treating practitioner.

5. Halaxy and electronic health information

Applied Psychology uses Halaxy as its practice management platform for clinical records, appointments, forms, communications, billing and related practice functions. Referral and intake forms submitted through Halaxy are transmitted directly through the Halaxy platform.

Halaxy states that data for Australian users is stored in Australia and protected using security and encryption measures. Some Halaxy functions, including communications and payment processing, may involve third-party service providers located outside Australia.

Where external service providers are used, Applied Psychology takes reasonable steps to ensure that personal information is handled consistently with applicable Australian privacy requirements.

6. Payment information

Where you provide credit or debit card details through Halaxy, these details are processed through Halaxy's payment infrastructure.

Halaxy advises that card details are tokenised by its payment provider and are not stored as readable card details within your clinical record or accessible to Applied Psychology.

Payment information is used only for authorised payments associated with services provided by Applied Psychology.

7. Security of your information

Applied Psychology takes reasonable steps to protect personal information from misuse, loss, interference, unauthorised access, modification or disclosure. Clinical information is predominantly maintained electronically using systems designed for healthcare information management. Appropriate access controls and security practices are used to protect information held by the practice.

No method of electronic storage or communication can be guaranteed to be completely secure. If an eligible data breach occurs, Applied Psychology will respond in accordance with its obligations under the Notifiable Data Breaches Scheme, including notifying affected individuals and the Office of the Australian Information Commissioner where required. Private health service providers are covered by this scheme.

8. Email, SMS and telehealth

Applied Psychology may communicate with you by email, SMS, telephone, WhatsApp or telehealth where appropriate.

Electronic communications can carry privacy risks that cannot be completely eliminated. Clients are encouraged not to send highly sensitive or urgent clinical information through ordinary email, SMS or messaging services.

Urgent or emergency situations should not be communicated through these channels.

9. Access to your information

You may request access to personal information Applied Psychology holds about you.

Before providing access, Applied Psychology may need to verify your identity. In some circumstances, access may be limited or declined where permitted by law. If this occurs, the reasons will ordinarily be explained to you.

Australian Privacy Principles 12 and 13 provide rights relating to access to and correction of personal information.

10. Correcting your information

If you believe information held by Applied Psychology is inaccurate, incomplete, out of date or misleading, you may request that it be corrected.

Reasonable steps will be taken to ensure personal information used in providing your care remains accurate and current.

11. Retention of clinical records

Clinical records are retained for the periods required by applicable legal, regulatory and professional obligations. When information is no longer required to be retained, it will be securely destroyed or de-identified where appropriate and permitted by law.

12. Children and young people

Where Applied Psychology provides services to a child or young person, personal information may be collected from the young person, their parent or guardian, referral sources and relevant health professionals.

Privacy, consent and access to information will be considered having regard to the young person's age, maturity, circumstances, legal requirements and clinical needs.

13. Anonymous enquiries

You may make a general enquiry without providing your full identity where this is practical.

However, Applied Psychology will ordinarily need sufficient identifying information to establish a clinical record, provide psychological treatment, manage clinical safety and process applicable health claims.

14. Privacy complaints

If you have a concern about the way your personal information has been handled, you are encouraged to contact Applied Psychology first so the matter can be reviewed and addressed.

Privacy Contact

Jay Beckley
Applied Psychology
Website: appliedpsychology.com.au
Email: support@appliedpsychology.com.au

Please provide enough information for the concern to be understood and investigated. Applied Psychology will acknowledge and respond to privacy complaints within a reasonable period.

If you are not satisfied with the response, you may contact the Office of the Australian Information Commissioner (OAIC).

15. Changes to this Privacy Policy

This Privacy Policy may be reviewed and updated periodically to reflect changes in legislation, technology, professional requirements or Applied Psychology's information-handling practices.

The current version will be available on the Applied Psychology website.