

Privacy Policy

This document outlines the Privacy Policy of The Centre for Relational and Sexual Wellbeing (CRSW) and Connections Psychology regarding the management of your personal information. Our practices are committed to safeguarding your privacy and are bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and all other relevant Australian privacy and health legislation.

Client Information

Client files are stored in a secure, purpose-built electronic document management system (currently [Zanda](#)) accessible only to clinicians and authorised employees. Personal information you may provide includes your name, address, contact details, referral information, and correspondence from other practitioners (if applicable). We may also collect sensitive health information such as medical history, psychosocial information, payment information, and other data relevant to the provision of psychological or counselling services.

We only collect information that is reasonably necessary to provide safe, effective, and lawful psychological and counselling services.

How Your Personal Information Is Collected

Personal information may be collected in several ways during your engagement with CRSW and/or Connections Psychology, including when:

- you provide information directly via electronic or hardcopy forms
- you correspond with us by email, phone, or online communication
- you share information during sessions
- you interact with our administrative staff (e.g., scheduling, billing, payments)
- other health practitioners or third-party entities share information with us (e.g., referrals, reports, correspondence)

Should you choose not to provide us with personal information

If you choose not to provide personal information as outlined in this Policy, CRSW/Connections Psychology may be unable to provide psychological or counselling services. In some circumstances, you may request to remain anonymous or use a pseudonym; however, this may not be practicable due to clinical, administrative, Medicare, or legal requirements.

Purpose for Collecting and Storing Personal Information

Your personal information is collected and stored to support the provision of psychological and counselling services, including assessment, diagnosis, treatment planning, and continuity of care. This information forms part of your clinical record and ensures your treating clinician can provide safe, effective, and appropriate services.

Disclosure of Personal Information

Your personal information may be disclosed to:

- clinicians, authorised employees, placement students, and contractors
- insurers, medical/allied professionals, legal representatives, and professional advisers (e.g. during professional supervision)
- service providers supporting practice operations (e.g., IT providers)

Personal information is only shared where reasonably necessary for service provision, or when:

- you provide explicit consent
- disclosure is required to prevent or reduce a serious risk of harm to you or others
- we are legally obligated to do so (e.g., court orders, subpoenas, warrants, coronial inquiries)
- as part of professional supervision (anonymity is maintained)
- required for audit, compliance, or quality improvement activities
- storage or processing by secure third-party providers involves locations outside Australia
- business ownership changes or assets are transferred (information would be disclosed under confidentiality arrangements)

When disclosing information to third parties, we take reasonable steps to ensure those parties handle your information in accordance with this Policy.

Security of Your Information

We are committed to protecting the security of your personal information. While data transmission over the internet carries inherent risks, we use secure systems and encryption for data storage and communication.

If you would like information about the specific programs or safeguards we currently use, you may contact us at info@centrersw.com.

In the event of unauthorised access, disclosure, or loss of personal information likely to result in serious harm, we will investigate and notify you and the Office of the Australian Information Commissioner (OAIC) in accordance with the Notifiable Data Breaches Scheme under the Privacy Act.

Requests for Access and Correction

You may request access to, or correction of, the personal information we hold about you at any time. Your clinician may discuss the content with you and provide copies where appropriate, subject to exemptions under the Privacy Act.

Access may be declined when:

- providing access may pose a serious threat to your safety or the safety of others
- information contains references to third parties
- access is prohibited by law

Sensitive clinical information may only be released under subpoena if the treating clinician determines that reading it without clinical support could be harmful.

If an authorised representative (e.g., lawyer, guardian) requests access, we will require evidence of authority and may request your written consent.

If you believe your personal information is inaccurate, incomplete, or out of date, please notify us in writing so that we can take reasonable steps to correct it.

All requests for access or correction should be directed to CRSW or Connections Psychology management. We will respond in writing within 14 business days. Where applicable, reasonable fees may apply for locating, collating, preparing, or correcting records. You will be notified of any costs before we proceed.

Complaints About Privacy

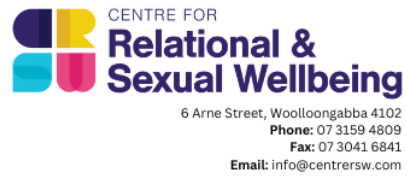
If you have concerns about the management of your personal information, please contact us in writing at info@centrersw.com. We will acknowledge your complaint within 2 business days, investigate the matter, and provide a written response within 30 business days outlining the outcome and any steps taken.

If you are dissatisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) via www.oaic.gov.au.

Changes to This Privacy Policy

We may update this Privacy Policy periodically. Significant changes will be communicated via email or prominent notice on our website at least 30 days before they take effect. Continued use of our services indicates acceptance of any updated Policy. Please review this Policy regularly.

Website Information



When you visit www.centrersw.com or www.connections-psychology.com, we may collect information such as browser type, operating system, and the site visited before arriving here. This information is analysed in aggregate to improve our website and services.

Third-Party Sites

Our website may contain links to third-party websites not owned or controlled by us. These links are provided for convenience only and do not constitute endorsement. We are not responsible for the privacy practices of third-party websites and encourage you to review their privacy statements.

We currently use the following third-party services for either collection, storing or sharing of your information:

[Zanda](#)

[Google Meet](#)

[Novo Psych](#)

[Novo Note](#)

[Patient Notes](#)