

incorporate psychology

Our Privacy Promise to You

Incorporate Psychology and your personal and sensitive information

This document outlines how Incorporate Psychology uses and manages the information you provide to us.

Incorporate Psychology maintains the highest ethical and professional standards when dealing with companies and individuals as clients, candidates or participants in programmes. We make sure that your personal information is collected, used and disclosed by us to others, in a way that is compliant with current privacy legislation and requirements. Further to this, we recognise and adhere to, the expectations outlined for psychologists in Australia.

1. Information that is collected from / about you

Personal information that we collect and hold is done so for a reason. Typically it is one of the following;

- to support a counselling or therapy programme
- to add data to a career guidance or vocational counselling service
- to assist in professional development
- to provide HR consulting services and advice
- to furnish a decision about a change in role or appointment to a role
- to gain insight in coaching / mentoring

On the most part we are collecting information directly from you and it is pretty obvious that we are doing so at the time. For example, we might ask for and collect personal information when phone or email contact is made. Then when we are working with you, we might also collect personal and sensitive information through an interview, counselling session, questionnaire, reference check, simulation, case study, exercise, test or the like.

It may also be the case that your personal information comes to us via a third party, such as your employer, a prospective employer, or a search-firm you are working with. Once it is passed to us, our responsibility starts and efforts come into play.

We only collect the information to provide you with a service or because we are providing a service to another party and you are a knowing participant in that process. Without the information, we cannot provide the service.

2. Use and disclosure

We undertake to only use and disclose the information we collect on you, for the purpose that is disclosed to you, or is quite obvious at the time of collection. We will only disclose information with your consent, except in situations where we are legally required to disclose such information.

In the event that Incorporate Psychology engages with a contractor or a third party, we will take all reasonable steps to ensure that they (contractor or third party) use the information only for the purpose for which it was supplied.

3. Security of data collected

At Incorporate Psychology, we take data security seriously. We have developed systems and processes to protect personal information from misuse, loss and from unauthorised access. For example, we update our security and back-up methodology periodically to stay current. Also, the way we work ensures that the 'wrong people' don't get their hands on your information.

When we no longer need to have ready access to your information, it will be archived. When we are permitted to destroy the information or de-identify it, we will. We do need to keep information for a certain period of time however, in accordance with psychologist registration requirements and ethics.

4. Quality of data

We make every effort to ensure that the personal information we collect about you, use and disclose is accurate, complete and up-to-date.

Broadly speaking, we rely on you to assist us in making sure that the information is in good shape. That is to say, up to date and accurate.

5. Honesty & transparency

Being honest is a core belief of ours and transparency is an ingrained schema for how we think and work. As such, we will be open and honest with you about the personal information we are collecting about you and how we disclose and apply that information.

6. Accessing your information

Apart from exceptions set out in the national privacy principles, you may request access to the personal information we hold about you. We will make an effort to respond to your request in a reasonable

incorporate psychology

Our Privacy Promise to You

time, but where we incur costs or reasonable expenses, we will seek payment.

A written request for access to the personal information we hold about you, or an enquiry about privacy, should be sent to the officer in charge of privacy, Incorporate Psychology, 50 Water Street, Spring Hill Qld 4000. By all means, make telephone contact in the first instance and we will see how we can respond immediately.

7. Anonymity

In some rare instances someone might wish not to identify themselves when engaging commercially with Incorporate Psychology. Where it is adheres to the law, is practical, possible and appropriate, this can be done.

8. Transfer of data overseas

In the instance where data or information is transferred outside of Australia, we will do all that can be done reasonably, to ensure that the information remains protected.

9. Sensitive information

Very personal or sensitive information will not be collected from you without your expressed permission. We will not collect information that is not necessary, however it should be noted that in some instances of counselling and therapy, the relevance and significance of some information may be more apparent at another or later time.

You can find more information about privacy at www.privacy.gov.au . Also you can go to the Australian Psychological Society to find out more about how registered and professional psychologists operate in the arena of privacy, dealing with personal and sensitive information. Go to www.psychology.org.au

© 2011 Incorporate Psychology. ABN 90556600288. All Rights Reserved.