



Claire McCallum

Clinical Psychologist
Mpsych (Clin)
MPN: 5022682K

Privacy and Social Media Policy 2026

Privacy Policy

Personal information is gathered by your psychologist to assist in your treatment. This includes data such as your name, medical history, contact information and other information that is relevant to providing psychological services to you. This data will be stored in secure systems and available only to your psychologist and authorised staff (administration) as required. Guidelines in relation to the protection of your information are provided by the Australian Health Practitioner Regulation Agency (AHPRA) and the Psychology Board of Australia Code of Ethics. Further details are provided below.

Data Collection

Your data may be sourced from several sources throughout your course of treatment. This may include information asked directly by your practitioner, information provided through referrals, letters, reports, or other documentation from third parties involved in your care. Further, information may be provided by third party funding agencies, legal representation, or other mental or physical health agencies.

Data Retention

Your data is stored in two primary ways. Electronic data storage includes physical equipment (i.e. Computers), storage equipment (i.e. external hard drives), and cloud-based storage on Australia-only servers. All files are required to be retained for a minimum of 7 years. These files are routinely backed up with secure passwords, two factor authentication where available, and are accessible only to your practitioner and associated staff (administration) where necessary. Basic client information is stored on a secure database that is maintained by your practitioner and complies with the security requirements of The Privacy Act 1988 (Australia). Further, the Practice Management Software (PMS) used in this practice holds ISO 27001 Certification.

Occasionally information will be provided to your practitioner in hard copy form. Where possible this documentation is scanned and electronically stored using the above methods. Hard copy documents are stored in a locked and secure filing cabinet with access only by your practitioner.

Data Release / Client Access to Records

Clients are allowed reasonable access to their data at any time. This may include for the purposes of any legal proceedings and may be initiated through your legal team or the legal team of any associated parties to a proceeding.

If you, or any associated party would like to access your data please speak directly with your psychologist. Associated parties may submit a request for documentation to claire@clmpsychotherapy.com.

No data will be released to any party without the express permission of the client, except in circumstances outlined in the information relating to the limits of confidentiality below. Please note that the review and release of data can take some time for the practitioner to complete due to a commitment to providing thorough documentation that considers the clients confidentiality and any potential conflicts or safety concerns. We request your patience when requesting data, particularly large or complex levels of data.

Limitations of Confidentiality

All personal information gathered by your psychologist and any resulting notes, correspondence, referrals or documentation as part of your treatment will remain confidential except when:

1. It is subpoenaed by a court; or
2. Failure to disclose your information would in the reasonable belief of the psychologist place you or another person at serious risk to life or safety; or
3. You have previously provided consent to release written documentation to a third party (e.g. work, school or lawyer), provided consent to discuss your information with a third party, or any other method of disclosure you have nominated; or
4. You would reasonably expect your personal information to be disclosed to another professional or agency eg. Your GP, NDIS, Worksafe Insurers, TAC etc and disclosure of your information to that party is for a purpose directly related to your psychological care and intervention; or
5. Disclosure is otherwise authorised by law; or
6. Clinical consultation with another professional is required to provide a better service. If this occurs, identifying details will remain confidential.

Mandatory Reporting

Psychologists are required by law to take any reasonable steps required to ensure the protection of children or vulnerable parties. This may include disclosure of your information to investigating bodies such as the Police, Victoria Child Protection Service or similar state/national services.

Use of Artificial Intelligence

Practitioners in this practice do not use any form of Artificial Intelligence (AI) in relation to any document production including clinical notes, reports, letters. Any changes to this policy will be communicated to clients and further consent sought should that be required. Where possible practitioners will use software with protection against AI capture or data scraping however please be advised there remains a small risk of information being captured.

Supervision

Psychologists regularly undertake supervision and collaboration with colleagues to ensure the highest standards of care. When consulting with colleagues, or in the course of supervision, your psychologist is required to conceal your name and any identifying information, and that of any associated parties involved. Psychologists strive to preserve your privacy in the utmost professional manner in accordance with the Psychology Board of Australia Code of Ethics.

Limits of Confidentiality in Telehealth

If you choose to access services through Telehealth (Video or Telephone) there are some inherent limitations relating to technology security.

It is important when accessing services through Telehealth you consider the following:

- Telehealth may experience technical problems which may disrupt the session. If the connection is lost your psychologist will attempt to contact you via telephone to continue the session or make alternate arrangements
- Your psychologist will conduct the session from a secure, private space. You are encouraged to ensure you are in an environment that maintains your own privacy
- Although your psychologist uses secure end-to-end encrypted video software, there remains a small risk of others tapping into the video connection. Any telephone sessions are provided via mobile phone and may also run a small risk of others tapping into the call
- Neither party will record the session without explicit consent
- In the case of an emergency, your psychologist will take all reasonable steps to ensure your safety including contacting your emergency contact person or relevant services

Withdrawal of consent

If you wish to withdraw your consent to any of the above you may do so in writing to claire@clmpsihology.com or speak directly to your psychologist.

If you have any questions or concerns regarding any information in this policy please contact Claire McCallum at claire@clmpsihology.com.

Social Media Policy

This policy is compliant with the Australian Health Practitioners Registration Agency (AHPRA) Social Media Policy (2014), and the Psychology Board of Australia Code of Ethics. All psychologists are required to comply with ethical obligations when interacting with social media or the internet. The following information provides a guide on how you can expect your practitioner with this practice to conduct themselves online and interact with you.

Interaction Outside of Session

If you are a current or former client and would like to interact with your practitioner outside of session please do so via email at claire@clmpsihology.com. For most timely communication regarding appointment scheduling please use email, or call the practitioner mobile on 0432 395 291. Please note this mobile is not monitored frequently and calling this number will be transferred to an answering service whereby you can leave a message. Communication via email or text may also be included within your clinical file and subject to review by third parties in line with confidentiality limitations (please refer to the Consent Form for more information regarding these limitations).

No requests to add your practitioner to any client social media account will be accepted.

Use of Search Engines

It is not the practice of our practitioners to use any search engine or social media site to locate, contact, or otherwise interact with current or former clients. On rare occasions where significant concern for the welfare of the client or someone close to them arises, limited access to online content (recent status updates, location etc.) may be used to ensure the ongoing safety of the client or their loved one. If such a situation arises it will be thoroughly documented and discussed with the client at the earliest opportunity.

Online Practitioner Reviews

It is unethical for psychologists to solicit testimonials or reviews by clients. This is due to the potential for undue influence to occur between the practitioner and the client. Certain websites, aside from the official business website clmpsihology.com may have generated a public listing for the business/practitioner without the practitioner knowledge or consent. These automatically generated sites may offer an opportunity for client ratings and reviews to be made publicly available. We encourage individuals to exercise caution in relation to these sites as they are unmonitored by the practitioner, offer no capacity for the accuracy of the data they advertise, and may misrepresent the practitioner's areas of expertise, capacity, or similar. If you are a client, please also consider your own confidentiality when deciding whether to contribute to any such rating or review where your personal data would be attributed to your contribution. If you have any concerns regarding your experience with any practitioner we encourage clients to consider speaking directly to their practitioner first or alternatively speaking with the Australian Health Practitioners Regulation Agency (AHPRA) directly.

If you have any questions about any of the information contained above or would like to understand more about the privacy and social media policies of Claire McCallum please do not hesitate to contact via claire@clmpsihology.com.