



Privacy and Social Media Policy 2025

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 Australian Psychological Society (APS) 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. 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 clmpsycho@outlook.com.

No data will be released to any party without the express permission of the client, except in circumstances where harm may occur to the client or another by not releasing that information. Further information relating to the limits of confidentiality is provided 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.

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 or similar. Any changes to this policy will be communicated to clients and further consent sought should that be required.

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 Australian Psychological Society (APS) Code of Ethics.

Withdrawal of consent

If you wish to withdraw your consent to any of the above you may do so in writing to clmpsychology@outlook.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 clmpsychology@outlook.com.

Social Media Policy

This policy is compliant with the Australian Health Practitioners Registration Agency (AHPRA) Social Media Policy (2014), and the Australian Psychological Society (APS) 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 should you be a client (past or current).

Social Media Presence

At present there are no official social media accounts run or promoted by Claire McCallum, Clinical Psychologist. Anyone purporting to be representing this practitioner in any form is not endorsed by this practitioner.

Social Media Friending and Following

Our psychologists do not accept friend requests from current or former clients on any personal social networking sites. Accepting requests can jeopardise your confidentiality and our practitioners' privacy, and can blur the boundaries of the professional therapeutic relationships we strive to maintain.

Our psychologists will also not follow any of our current or former clients on any social media platform. We believe that viewing online content made by or depicting our clients can also blur professional boundaries and lead to mistrust of our practitioners. Further, it is the policy of this practice that no online activities will be monitored without client consent and explicit arrangement. If you have specific online activities you would like to share with your practitioner please feel free to bring it to your session and discuss with your therapist.

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 clmpsychology@outlook.com. For more timely communication regarding appointment scheduling please contact 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 that will be passed on to your practitioner. 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).

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 clmpsychology.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 clmpsychology@outlook.com.