



Watkins Therapy Group
435 Nepean Highway Frankston, Victoria 3199
T: (03) 8765 2477 E: admin@watkinstherapygroup.com.au
www.watkinstherapygroup.com.au

PRIVACY & CONFIDENTIALITY POLICY

WATKINS THERAPY GROUP (ABN 37 826 814 954) complies with the Privacy Act 1988 and the applicable Privacy Principles in the Privacy Act when handling personal information, together with the Health Records Act 2001 Victoria and the applicable Health Privacy Principles in the Health Records Act when handling personal information which is health information.

Watkins Therapy Group takes the protection of your personal information seriously. Personal information includes any information or opinion, whether true or not, about a person who is identified or whose identity can reasonably be established.

Data Collection Practices

Watkins Therapy Group collects personal information for the purpose of providing you with a counselling or coaching service. As part of this service, it is possible that the practice may need to collect information about things like your phone number, email and residential address to be able to contact you to arrange an appointment, and email invoices/reminders. **Watkins Therapy Group** may collect information via the practice Consent Forms or other company forms that you complete, via our online booking system if you use that and via administration, or through our website www.watkinstherapygroup.com.au and www.benjaminwatkins.com.au.

The kind of personal and health information that **Watkins Therapy Group** may collect will depend on who you are (e.g. a client or third-party service provider) and the nature of your connection with **Watkins Therapy Group**. This information may include but is not limited to things like:

- your full name
- address
- email address
- date of birth
- Medicare details
- billing information
- general appointment information and other personal information.

It is important that you are aware that failure to provide **Watkins Therapy Group** with all the information requested, means that **Watkins Therapy Group** may not be able to deliver the counselling or coaching services that you have requested.

Watkins Therapy Group collects personal information in the following ways:



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- from you when you make an inquiry, book an appointment, email the practice, phone the practice, engage with the practice on social media, complete documentation, in a counselling session where you request a letter or report, where you complete an assessment or make an online booking.
- from third-party service providers – if you are referred through an EAP / doctor / or other third party, they usually provide us with your contact information and other information relevant to the referral.
- when we receive enquiries through www.watkinstherapygroup.com.au or www.benjaminwatkins.com.au and when the website is otherwise accessed or used and/or through your communications with our social media.

The kind of personal information **Watkins Therapy Group** may collect will depend on who you are (e.g. a client or third-party service provider) and the nature of your interaction with us and may include your full name, address, email address, date of birth, Medicare details, billing information, general appointment information and other personal information. If you do not provide us with all the information requested, **Watkins Therapy Group** may not be able to deliver the counselling services requested.

Consent

You consent to **Watkins Therapy Group** collecting, using and disclosing your personal and health information for the purpose of complying with this privacy policy. By booking an appointment, making an inquiry, registering your details via our website/phone/email/SMS/social media contact/fax or other and or by completing a consent form, you provide Watkins Therapy Group with consent to collect, use and disclose your personal and health information for the purpose covered in this privacy policy following all required legislated confidentiality guidelines. Your data will not be disclosed to a third party with the exception of a welfare check being required or your information being subpoenaed by a court.

Information and Use

In the course of providing you with services **Watkins Therapy Group** may use the information that you have provided to **Watkins Therapy Group** including personal and health information, in order to provide you with counselling or coaching services, send you an electronic newsletter, respond to feedback and complaints, utilise the **Watkins Therapy Group** website, correspond with you and if required, enforce our client consent form/payment arrangement form.

Quality and Security of Data Collected

Watkins Therapy Group takes reasonable steps to protect the personal information collected and secure it from misuse, loss and interference and from unauthorised access and modification. **Watkins Therapy Group** endeavours to ensure all such information collected is up-to-date and complete at the time it is collected, used or disclosed.



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To ensure your information is accurate, please notify **Watkins Therapy Group** of any changes. You can do this by emailing **Watkins Therapy Group** at any time.

Health Information Collected

Watkins Therapy Group complies with the Health Privacy Principles and the ethical guidelines of the Psychotherapy & Counselling Federation of Australia (PACFA) in the collection, use and disclosure of all health information and to ensure that it is kept confidential.

Watkins Therapy Group may collect your health information when you attend the practice/attend an online or telehealth service and/or at any other time from time to time in the course of providing counselling services.

Your information may be collected for, but is not limited to, the following reasons:

- as it is required for the provision of counselling or coaching services, including recording your personal information and health information as relevant to your current situation for the purposes of providing therapeutic intervention, writing reports and summaries;
- only as essential for the provision of counselling or coaching services, or as otherwise in accordance with your consent, or as may be required by law;
- only from you (or from someone authorised by you with your written consent)
- in accordance with the code of ethics set out by PACFA (www.pacfa.org.au)
- with accuracy, on the basis that you may at any time request a copy of the clinical information that **Watkins Therapy Group** has collected by emailing Benjamin (Director) at info@watkinstherapygroup.com.au (subject always to applicable law) and where our records are found to be inaccurate, we will rectify any inaccuracies on the basis of the further information you provide.

Access, Updates and Complaints

Watkins Therapy Group will provide you with access to your personal and health information that has been collected, subject to any legal exceptions, at your written request. Please also let us know if you have any concerns, questions or complaints so that **Watkins Therapy Group** can address them promptly for you, by sending an email to info@benjaminwatkins.com.au. Where our records are found to be inaccurate, **Watkins Therapy Group** will promptly correct any inaccuracies on the grounds of updated information that you provide.

All **Watkins Therapy Group** members, including Directors and Administration, are subject to this privacy policy as well as the applicable PACFA or ACA privacy and confidentiality guidelines (based on their registration). The nominated **Watkins Therapy Group** Director



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will have access to clients' profile data to ensure all standards are met and to assist with the operation of the company.

At times during therapy, it may be in the best interest of the client that clinical notes are shared with another professional who is part of that client's care team under PACFA/ACA/MARAM/HPP guidelines. For information that does not relate to the immediate safety of a person, verbal or written permission will be gained from the therapist.

Only your therapist has access to your clinical notes. These notes are held by your therapist under the guidelines set out in their governing body registration and in accordance with their insurance. All **Watkins Therapy Group** therapists are covered by their own individual insurance and working with them you agree they are responsible for the care and maintenance of your clinical notes.

Watkins Therapy Group therapists and staff are required under PACFA/ACA registration to attend regular supervision in which they may discuss client cases while ensuring the client remains anonymous.

Your information is only accessible by the necessary people to provide the service we do.

Disclosure

Watkins Therapy Group discloses personal information to additional third parties with your consent in accordance with this privacy policy or if permitted, authorised or required to do so by any relevant Federal or State or Territory law.

Changes to this Privacy Policy

From time to time, **Watkins Therapy Group** may make amendments to this privacy policy. Any changes will be effective immediately upon the uploading of the revised privacy policy on www.watkinstherapygroup.com.au and www.benjaminwatkins.com.au. By continuing to use the **Watkins Therapy Group** website and/or the counselling or coaching service following any changes, you will be deemed to have agreed to such changes. If you do not agree with the terms of this privacy policy, as amended from time to time, in whole or part, you must terminate your use of the website and inform us immediately prior to any further receipt of our counselling or coaching services.

Contact Us

If you have any questions about this privacy policy please contact **Watkins Therapy Group** at admin@watkinstherapygroup.com.au.