



## PRIVACY POLICY 2026

### Elizabeth Grace Psychology

### Transforming Hidden Patterns Into Conscious Insights

## PRACTITIONER DETAILS

**Psychologist:** Elizabeth Oliver

**Former Registered Name:** Kerry Deller (temporarily retired)

**AHPRA Registration Number:** PSY0001622084

**MAAPi Member:** #13406

**ABN:** 16 193 010 817

### Medicare Provider Numbers:

- Albany Creek: 438613PK
- Fortitude Valley: 438613NA
- West End: 438613QY
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### Contact:

- Phone: 0423 547 843
- Email: [clarity@elizabethgracepsychology.com.au](mailto:clarity@elizabethgracepsychology.com.au)
- Website: [www.elizabethgracepsychology.com](http://www.elizabethgracepsychology.com)
- Primary Location: Fortitude Valley, QLD 4006

Elizabeth Oliver is a registered psychologist under AHPRA and a member of the Australian Association of Psychologists Incorporated (AAPi).

Elizabeth has a diverse range of knowledge, skills & expertise having mainly worked within clinical and organisational psychological domains. Holding AHPRA registration as a Psychologist since 2009.

**Note:** Elizabeth does not hold titles of Dr, Clinical or Organisational Psychologist.

Sessions are delivered with care, compassion, and a trauma-informed approach grounded in evidence-based practices.



## 1. PRIVACY & DATA COLLECTION POLICY

Elizabeth Grace Psychology abides by the **Privacy Act 1988 (Cth)**, **Australian Privacy Principles**, and **AHPRA/APS ethical obligations**.

### Collected data includes:

- Contact details
- Mental & physical health history
- Personal background
- Billing and service use

### Your information is:

- Stored securely (encrypted cloud-based platforms)
- Accessed only with relevant permissions

### Confidentiality exceptions:

- Legal requirement (e.g. subpoena)
- Risk of harm to self/others
- Consent for release
- De-identified supervision (with your approval)

You may request access to your file in writing, acknowledging potential risks. A clinical summary may be offered instead of raw notes, with a report fee charged.

### Use of Your Data:

All personal information gathered during your sessions remains confidential and is stored securely. Your records are stored in compliance with the **Privacy Act 1988 (Cth)** and **Australian Privacy Principles (APPs)**.

Personal Information collected by us will only be used and disclosed for the purpose for which it was collected as set out below. This includes maintaining your account and contact details, providing you with our products and services, and processing payments.

Elizabeth Grace Psychology may use Personal Information collected from you to provide you with information and updates on our services, additional products, or opportunities available to you.

We may use your Personal Information to improve our products and services and better understand your needs.

We may from time to time use your Personal Information for another purpose where it would be reasonably expected by you or if permitted by the Privacy Act. This includes to effect or enforce a transaction, or procure advice from legal and accounting firms, auditors and other consultants.

Sensitive information will only be used and disclosed for matters required in accordance with the governing legislations at the time of access.



## **Disclosure of personal information:**

All personal information gathered during the provision of services will remain confidential except when:

- It is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
- Failure to disclose the information would in the reasonable belief of Elizabeth Oliver place a client or another person at serious risk to life, health or safety; or
- The client's, or consent of a parent or guardian who is legally authorised to act on their behalf, prior approval has been obtained to:
  - a) provide a written report to another agency or professional, e.g., a GP or a lawyer; or
  - b) discuss the material with another person, e.g. a parent, employer, health provider, or third-party funder; or
  - c) clinical consultation with another professional is required to provide better clinical services (identifying details will remain confidential); or
  - d) disclose the information in another way; or
  - e) disclose to another professional or agency (e.g., your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.

A client's personal information is not disclosed to overseas recipients unless the client consents or such disclosure is otherwise required by law.

Clients' personal information will not be used, sold, rented or disclosed for any other purpose.

In the event that unauthorised access, disclosure, or loss of a client's personal information occurs, the psychologist will activate a data breach plan and use all reasonable endeavours to minimise any risk of consequential serious harm.

## **Requests for access and correction to client information:**

At any stage a client may request to see and correct the personal information about them kept on file.

The psychologist may discuss the contents with them and/or give them a copy, subject to the exceptions in the Privacy Act 1988 (Cth).

If satisfied that personal information is inaccurate, out of date or incomplete, reasonable steps will be taken in the circumstances to ensure that this information is corrected. All requests by clients for access to or correction of personal information held about them should be lodged with Elizabeth Oliver.

These requests will be responded to in writing within 21 days, and an appointment will be made if necessary for clarification purposes.

However please be aware that it is the policy of the practice not to release clinical notes due to high risks of misinterpretation.

- Instead, a clinical summary can be provided upon request. This will incur the standard APS report fee.
- Clients must sign a waiver accepting full responsibility for any confidentiality risks should they insist on accessing full clinical notes.



## Storage:

- Secure, encrypted digital platforms (in line with Australian health data security requirements)
- No paper records are retained. Any paper collected will be scanned into the system and the paper copy shredded onsite on the day of receipt.

## Retention:

- Client files are retained for a minimum of 7 years, or until age 25 for minors, as per legal requirements
- All client files are kept within electronic Practice Management Systems compliant with AHPRA standards
- Longer retention where required by funding body (e.g., WorkCover)

## Concerns:

If clients have a concern about the management of their personal information, they may inform Elizabeth Oliver.

Upon request they can obtain a copy of the Australian Privacy Principles, which describe their rights and how their personal information should be handled.

Ultimately, if clients wish to lodge a formal complaint about the use of, disclosure of, or access to, their personal information, they may do so with the Office of the Australian Information Commissioner by phone on 1300 363 992, online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> or by post to:

### Office of the Australian Information Commissioner

GPO Box 5218, Sydney, NSW 2001.

## Use of Secure Artificial Intelligence (AI) Systems

To support accurate clinical documentation, I may use secure artificial intelligence (AI) tools to assist with session summaries, clinical notes, and administrative workflows. Any use of AI is:

- Performed with de-identified information where possible
- Reviewed by me before being added to your clinical record
- Secure, confidential, and compliant with all relevant standards (including AHPRA, APPs, and HIPAA)

This process enhances efficiency and accuracy in your care. You have the right to ask questions or decline this process. If you choose not to consent, we may need to discuss alternate support options.

**I understand and consent to the limited use of secure AI systems as described above to support my clinical care and record-keeping.**

**Client Signature:**

**Date:**



## 2. CONSENTS

### A. Clinical Supervision Consent for Use of De-Identified Data

Client's de-identified information may be required to be used in a de-identified format for clinical supervision or other relevant professional disclosure contexts.

Under no circumstances will your identified personal clinical data ever be used without your written consent.

Please confirm you consent to de-identified data being utilised to ensure capacity for clinical supervision and professional development.

I (Name) \_\_\_\_\_ hereby agree to the use of my de-identified data being used in clinical supervision and professional development.

I understand under no circumstances will my clinical personal details be identified or disclosed without my written consent.

**Client Signature:**

**Date:**

### B. Email Communication Consent

This practice offers clients the option to communicate by email for limited, non-urgent purposes. Email is not suitable for emergencies or sensitive clinical matters.

#### Risks Include:

- Delays or nondelivery
- Interception or misdirection
- Inadvertent access by third parties
- Limited control over dissemination and deletion

#### Protection Measures:

- No identifying details in subject lines
- Encrypted attachments when appropriate
- Passwords shared via SMS or phone
- Verification of email before use



## Client Responsibilities:

- Keep email address updated
  - Avoid including identifying data in subject lines
  - Use subject tags (e.g., "advice" or "appointment")
  - Contact the practice by phone if no reply received
  - Always send a text message to confirm you have sent an email
  
  - Do not email sensitive or urgent information
  - Protect access to personal email accounts
- I acknowledge risks (cited above) and I consent to receive limited email correspondence.

**Client Name:**

**Email:**

**Client Signature:**

**Date:**