



ABN: 18659825302

Address: 304 Canterbury Road, Bayswater North

Website: www.amandacoughlanpsychology.com.au

Email: hello@amandacoughlanpsychology.com.au

Privacy Policy

At Amanda Coughlan Psychology your privacy is of the utmost importance to us. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you engage with our services, including therapy sessions, assessments, and communications. Please take a moment to read this policy carefully. By using our services, you consent to the practices described below.

1. Collection of Personal Information

We collect personal information necessary for providing psychological services, including:

- **Personal Identification Information:** Full name, date of birth, address, contact details (phone number, email address) and information for a next of kin.
- **Health Information:** Medical history, mental health concerns, therapy goals, past psychological assessments and results.
- **Billing Information:** Payment details, Medicare, NDIS, and Plan Managers, if applicable.
- **Website Usage Data:** When you visit our website, we may collect non-identifiable data such as IP addresses, browser types, and pages visited through cookies.
- **Ethical requirement:** We are required to store your personal and health information for a period of 7 years and billing information for 5 years. If someone is under 18 when finishing service, we must store records until the young person is 25 years old.

2. Use of Personal or Health Information

Your personal information will only be used for the following purposes:

- To provide psychological assessments, therapy, and other relevant services.
- To communicate with you regarding appointments, resources, and treatment plans.
- To comply with legal obligations (e.g., reporting in cases of risk to self or others) and Medicare compliance (e.g., progress letter).
- For billing purposes and processing payments.
- For practice administration, such as quality assurance, evaluation of services, and internal audits.
- We do not use your information for any marketing purposes unless you provide explicit consent.

3. Disclosure of Personal Information

Your personal information is confidential. However, in some circumstances, we may need to disclose your information:

1. With your explicit consent, such as when coordinating care with other health professionals.
2. If you use a Medicare referral, written updates are required to the referring doctor.
3. When required by law (e.g., court orders, subpoena, mandatory reporting).
4. If there is an immediate risk to your safety or the safety of others, as part of our duty of care.



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5. To third-party service providers involved in billing or practice management (e.g., accountants, billing software), but only to the extent necessary for these services.
6. In the case of supervision or peer consultation, occurring as part of the requirement for registration, no identifiable personal information is shared.

4. Storage and Security of Information

We take reasonable steps to ensure that your personal information is secure, including:

- Storing electronic records on encrypted systems with password protection.
- Program used is Halaxy, which is a common practice management software.
- Email is often used to send progress letters to referring doctors.
- Regularly updating our data security measures to align with best practices.
- Despite these measures, we cannot guarantee the absolute security of your data during transmission over the internet.

5. Access of Information

You have the right to access your personal information held by us. You may request your information by contacting hello@amandacoughlanpsychology.com.au We will respond to your request within 1 week where possible and always comply with legal and ethical obligations.

6. Retention of Information

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Clinical records are typically retained for a minimum of seven years, or for young people until they reach 25 years of age.

7. Cookies and Website Data

Our website may use cookies to improve your online experience. Cookies are small data files stored on your device when you visit our site. You can disable cookies through your browser settings, although this may affect the functionality of the website. We may also use third-party analytics tools to track website usage, but this data is anonymised and not linked to any personal information.

8. Complaints and Contact Information

If you have any concerns or complaints about how your personal information is handled, please contact us at hello@amandacoughlanpsychology.com.au We take privacy concerns seriously and will work to address them promptly. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) or another relevant regulatory body.

Last updated: 03 January 2026