

PRIVACY POLICY

Camberwell Road Medical Practice

Dr Michael Carr-Gregg, Psychologist

Effective Date: April 2026

1. INTRODUCTION

Camberwell Road Medical Practice is committed to protecting the privacy and confidentiality of personal information held about clients. This policy outlines how we collect, use, disclose, store, and protect personal information in accordance with the *Privacy Act 1988 (Cth)* and Australian Privacy Principles (APPs).

2. COLLECTION OF INFORMATION

We collect personal information necessary to provide psychological services, including:

- Identifying information (name, date of birth, contact details)
- Health information (medical history, presenting concerns, diagnoses, treatment records)
- Information provided during assessment and therapy
- Emergency contact details
- Insurance and billing information

Information is collected directly from clients or, with consent, from other healthcare providers.

3. USE AND DISCLOSURE

We use your information to:

- Provide psychological assessment and treatment
- Maintain clinical records
- Communicate with you about appointments and services
- Arrange referrals or consultations with other healthcare providers (with your consent)
- Comply with legal and professional obligations

We may disclose information:

- To other healthcare providers involved in your care (with your consent)
- When required by law (e.g., mandatory reporting)
- In emergencies where disclosure is necessary to prevent serious harm
- To our practice staff who require access to provide services

We do not disclose information to third parties for marketing or other purposes without your explicit consent.

4. CONFIDENTIALITY AND EXCEPTIONS

All information is treated as confidential. **Exceptions to confidentiality include:**

- Risk of serious harm to yourself or others
- Child abuse or neglect
- Elder abuse or abuse of vulnerable persons
- Court orders or legal requirements
- Professional supervision or consultation (de-identified where possible)

You will be informed of any disclosure required by law, except where doing so would defeat the purpose of the disclosure.

5. DATA SECURITY

We maintain physical, electronic, and procedural safeguards to protect your information:

- Secure storage of paper records (locked cabinets)
- Password-protected electronic systems
- Limited staff access on a need-to-know basis
- Regular security reviews
- Secure disposal of records

6. RETENTION AND DISPOSAL

Clinical records are retained in accordance with professional standards and legal requirements (typically 7 years post-discharge for adults). Records are securely destroyed when no longer required, unless legal obligations require longer retention.

7. ACCESS TO YOUR INFORMATION

You have the right to:

- Access your clinical records (subject to any clinical contraindications)
- Request correction of inaccurate information
- Obtain a copy of your records in a portable format

Requests should be made in writing. We may charge a reasonable fee for copying costs.

8. COMPLAINTS

If you have concerns about our privacy practices, please contact us:

Dr Michael Carr-Gregg

Camberwell Road Medical Practice

124 – 126 Camberwell Rd,
Hawthorn East
Vic 3123

(03) 9834 7600

If you are not satisfied with our response, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au.

9. TECHNOLOGY AND AI TOOLS

This practice uses NovoNote, an AI-assisted clinical documentation tool. Your information processed through NovoNote is subject to the same confidentiality and security standards as all clinical records [1][2][4].

10. CHANGES TO THIS POLICY

This policy may be updated periodically. You will be notified of significant changes.

Client Acknowledgment:

I have read and understood this privacy policy.

Client Name (print):

Signature:

Date:

Sources:

[1] Privacy Policy & Security – NovoPsych Psychometrics (<https://novopsych.com/security/>)

[2] Privacy Policy & Security – Data Security (<https://novopsych.com/security/>)

[4] Privacy Policy & Security – Your rights to your data (<https://novopsych.com/security/>)