



Privacy Policy

Effective Date: 22 April 2025

Advanced Psychology Pty Ltd (ABN 79 662 847 949)

Trading as Advanced Psychology

About This Policy

Advanced Psychology Pty Ltd ("we", "us", or "our") recognises the importance of your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and disclose your personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy applies to our website, www.advancedpsychology.net ("Site"), and all services we provide ("Services"). By using our Site or engaging with our Services, you consent to the practices described in this Privacy Policy.

Definitions

- **Personal Information:** Any information that can identify you, such as your name, address, email address, phone number, or other information provided by you.
 - **Sensitive Information:** Includes health information, mental health records, medical history, referrals, medication details, and any other personal information that is classified as sensitive under the Privacy Act.
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Collection of Information

We may collect personal and sensitive information through:

- Online forms, phone calls, email, and in-person appointments
- Third-party tools, such as Halaxy (practice management system) and Wix (website platform)
- Referrals and communications from health professionals
- Recordings for supervision (with consent)
- Cookies, analytics tools, and browsing information via our Site

Mandatory vs Optional Information: Some personal information is essential to provide our services. If you choose not to provide certain information, we may not be able to offer you our services.

Use & Disclosure of Information

We collect, hold, and use your information to:

- **Deliver psychological services and support**
- **Assess mental health and treatment suitability**
- **Process bookings, payments, rebates, and claims**
- **Communicate with you about appointments, updates, or resources**
- **Coordinate with your GP or other health providers (with consent)**

We may disclose your information:

- **With your written consent**
- **To third parties involved in your care**
- **To our software providers (e.g. Halaxy, Wix)**
- **If required by law or in an emergency (e.g. risk to life or safety)**

We do not sell, rent, or trade your information to third parties.

Marketing & Communication

We may send service-related or promotional content by email or SMS. You may opt out at any time via unsubscribe links or by contacting us. We do not share your information with third parties for their own marketing purposes.

Storage & Security

We use secure, cloud-based systems (e.g. Halaxy, Wix) and physical safeguards to protect your data. While we take reasonable steps to secure your information, no system can guarantee 100% security.

If your data is no longer needed, we will take reasonable steps to de-identify or destroy it securely.

Some providers may store data overseas. We take reasonable contractual steps to ensure overseas recipients do not breach the APPs.

Surveillance & Recordings

Our premises use surveillance in common areas for safety. Video/audio recordings for supervision or training are conducted with your consent and are securely stored and deleted regularly.

Telehealth & Online Privacy

Telehealth services are delivered using secure video platforms. Although rare, online communications may involve some privacy risk. We provide instructions to help you prepare for secure sessions.

We do not record online sessions without written consent. We request you also do not record sessions without prior permission.

AI Tools & Digital Technology

We may use AI-assisted tools (e.g. for transcription or summarisation) as part of our clinical or administrative processes. These tools are used in accordance with privacy regulations, ethical guidelines, and with transparency.

Access, Correction & Complaints

You may access or request correction of your personal information by contacting us at admin@advancedpsychology.net. We will respond within a reasonable timeframe. If we refuse access, we will provide written reasons.

If you have a concern about your privacy, please contact our Director:

Luca Sommella – Director

Email: admin@advancedpsychology.net

Phone: (03) 7002 8006

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC): www.oaic.gov.au or 1300 363 992.

International Data Transfers

Where personal information is transferred or stored by service providers based overseas, we take steps to ensure those parties adhere to standards equivalent to the Australian Privacy Principles.

Retention of Information

We retain your personal information only as long as necessary to fulfil the purpose for which it was collected, or as required by law.

Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will be available on our website and will take effect from the date of publication.

Thank you for trusting Advanced Psychology. We are committed to safeguarding your privacy and supporting you with professionalism, transparency, and care.