



Privacy Policy

Barking Mad Company is committed to protecting the privacy and confidentiality of your personal information. This Policy outlines how we collect, use, store, and disclose your information in compliance with the Australian Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the Health Records Act 2001 (Vic).

Collection of Personal Information

We collect personal information to provide quality psychological and wellbeing services, and to manage our practice operations. Information we may collect includes:

- Personal details: Name, address, contact details, date of birth, gender.
- Health information: Medical history, psychological history, treatment notes, referrals, and other relevant health information.
- Payment details: Medicare or private health insurance details, billing information.

We collect this information directly from you, your authorized representatives, or other healthcare providers with your consent.

Use of Personal Information

We use your personal information to:

- Provide psychological assessments and treatments.
- Prepare and deliver written reports and documents as required for your care or assessment.
- Communicate with you regarding appointments, services, and follow-ups.
- Liaise with other healthcare professionals or third parties involved in your care (with your consent).
- Manage administrative and billing processes.
- Comply with legal and regulatory obligations.

Disclosure of Personal Information

We may disclose your personal information:

- To other healthcare providers involved in your treatment (with your consent).
- To third parties such as Medicare or private health insurers, for billing purposes.
- When required or authorized by law, such as in situations involving legal obligations or safety concerns.

Storage and Security

We store your personal information securely in electronic format where possible. Limited information may be stored in physical format where necessary (e.g. when printed reports are requested). Measures to protect your information include:

- Password-protected electronic systems and secure servers.
- Use of multi-factor authorisation for applications used by our practice to store personal information.
- Restricted access to sensitive information (e.g. no administrative access to treatment information).
- Physical records or information maintained securely in locked storage within practice locations.
- Secure disposal or de-identification of information no longer required in accordance with applicable laws pertaining to health records.
- Use of reputable, industry leading management and information storage software.



- Training and professional development for staff in best practices for acquiring, storing and maintaining personal and health information.

Access to and Correction of Information

You have the right to access and correct your personal information. To request access or corrections, contact us at info@barkingmadcompany.com.au. We may require verification of identity and charge a reasonable fee for access or supply of information. Where a request pertains to written material subject to unpaid fees, any outstanding fees must be paid before these materials are supplied. It is important to understand that we may be required by law to retain records and information of your treatment and care for a number of years after you have received services at our practices, according to applicable legislation. Under limited circumstances we may be compelled to submit information by legal subpoena. You will be contacted in the case of this occurrence.

Complaints and Concerns

It is significantly important to us that you understand the collection and use of your information; that you feel comfortable to ask questions about how we use and store your information; and that you can make reasonable requests to receive the personal information we maintain for you.

If you have concerns or questions about how we handle your personal information, please contact us:

- Phone: 0411 350 495
- Email: info@barkingmadcompany.com.au
- Mail: 801 Doveton St Nth, Soldiers Hill VIC 3350

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) or the Health Complaints Commissioner (Victoria) at:

- <https://www.oaic.gov.au/>
- <https://hcc.vic.gov.au/contact>

Updates to This Policy

We may update this Privacy Policy periodically. The latest version will always be available on our website or at our practice.

This policy was last updated on December 2024.