

# **POLICY FOR THE MANAGEMENT OF PERSONAL INFORMATION**

This document describes the policy of Jenny Gilmore for the management of her clients' information. The professional services (counselling and supervision) provided are bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000.

## **Client Information:**

Client files are held in secure filing cabinets which are accessible only to me and a colleague in case of my death. The information on each file includes the client's first name only, details of each session, and any documentation provided by the client. Personal information such as name, address, and contact phone numbers is held in a separate secure location.

## **Purpose of Holding Information:**

The information is gathered as part of the assessment and intervention process of work with clients and is seen only by me. The information is retained in order to document what happens during sessions and enables me to provide a relevant and informed service.

## **Requests for Access to Client Information:**

At any stage clients may request to see the information about them which is kept on file. I will either discuss the content with the client or give them a copy of the file. All requests by clients for access to information held about them should be lodged with me. These requests will be responded to within 14 days and an appointment will be made if necessary for clarification purposes.

## **Concerns:**

If you have a concern about the management of your personal information, please inform me. Upon request you can obtain a copy of the National Privacy Principles which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992 or GPO Box 5218, Sydney, NSW 1042.