

## **Privacy Summary**

Your privacy is important. This summary explains how your personal information is collected, used and protected when you receive psychological services from Jessica Klausen.

### **What information is collected?**

To provide psychological services, information is collected that may include:

- Your name, contact details and date of birth
- Medical and mental health history
- Relevant personal or family background
- Information you share during sessions
- Reports or information from referrers (e.g., your GP, psychiatrist, support coordinator)

### **Why is this information collected?**

Your information is collected to:

- Provide safe and effective psychological treatment
- Understand your situation and tailor support to your needs
- Work collaboratively with other professionals involved in your care (with your consent)

### **How is your information stored?**

Information is stored securely in encrypted clinical software. Only authorised personnel have access. Records are retained and destroyed according to legal and professional requirements.

### **Who can your information be shared with?**

Your information is confidential and will only be shared when:

- You provide consent
- Sharing is necessary for your care (e.g., with your GP)
- It is required or authorised by law
- There is a serious risk of harm to you or another person
- Records are subpoenaed by a court

## **Telehealth privacy**

Telehealth sessions are conducted through secure, Australian-compliant platforms (Zoom or MS Teams). Privacy at your location is your responsibility.

### **AI-assisted note-taking**

NovoNote is used to assist with note-taking. Audio is summarised securely for clinical notes only. No audio, transcript or summary is stored or used for any other purpose.

### **Access to your information**

You may request access to your information or ask for corrections if something is inaccurate. Requests can be made in writing.

### **Feedback and complaints**

If you have concerns about your privacy or care, please raise them directly with Jessica. You may also contact:

- **Ahpra:** [www.ahpra.gov.au](http://www.ahpra.gov.au)
- **Office of the Health Ombudsman (Qld):** [www.oho.qld.gov.au](http://www.oho.qld.gov.au)