Privacy Collection Notice Summary

Effective Date: 1 November 2026

We collect and handle your personal and health information to provide you with secure, high-quality psychological assessment, telehealth, and treatment. This summary explains what we collect, how we use technology to process your data, and how your privacy is protected under the *Privacy Act 1988* (Cth).

What Information We Collect

- **Identity & Administrative Data:** Your name, date of birth, contact details, emergency contacts, and Medicare or private health insurance information.
- **Clinical & Health Data:** Referral letters, medical histories, symptom profiles, handwritten or digitised clinical notes, and session reflections.
- **Assessment Data:** Raw scores, psychological questionnaire answers, and clinical outcomes from standardised testing.
- **Financial & Communication Logs:** Payment card hashes, billing histories, call logs (metadata), and digital fax records.

Our Software Stack & Technology Partners

To manage your care, secure communications, and practice operations efficiently, your data is securely processed across the following authorised platforms:

- **Practice Management, Intake, Telehealth & Note Storage:** Halaxy, Zanda, Zoom, and reMarkable (digital note-taking cloud).
- **Administrative & Clinical Documentation AI:** Microsoft Copilot (operated strictly within a secure, private enterprise environment).
- **Psychometric Testing & Outcome Platforms: NovoPsych**, Pearson Q-Interactive, and WPS Online Evaluation Services.
- **Financial & Billing Integration:** Xero, Zeller, GoCardless, and National Australia Bank (NAB).
- **Secure Telecommunications:** GoFax (digital cloud faxing) and Maxotel (VoIP voice communications).

Automated Decisions and Technology Assistance

Under Australian Privacy Principles, we are transparent about how automated software rules and technology assist our practice:

- **Fully Automated Administration & Infrastructure:** Our communication and financial infrastructure systems (**Xero, GoCardless, Zeller, NAB, Medicare, HICAPS, GoFax, Maxotel, and Zoom**) use automated computer programs and rule-based software algorithms. These instantly process payment claims, manage encryption layers, route inbound/outbound phone calls or faxes, and flag suspected transaction fraud.
- **Technology-Assisted Clinical Decisions:** We use algorithmic assessment and scoring platforms (**NovoPsych, Q-Interactive, and WPS**) to automatically scale questionnaire data, map psychological symptoms, and generate analytical tracking metrics. We also use secure enterprise AI assistant software (**Microsoft Copilot**) to safely help draft de-identified correspondence.
- **The Human Guarantee:** ***A qualified psychologist retains full clinical accountability for your care*****.** No AI, scoring algorithm, or computer program makes final clinical decisions about your triage, diagnosis, or treatment. Every automated diagnostic report, baseline trend graph, or document draft is strictly reviewed, interpreted, and verified by a human clinician.

Your Rights and Control

Your data is securely encrypted, kept strictly confidential, and is never sold or used to train public AI models. You have the right to request access to your files, request corrections to your information, or ask questions about how any digital tool processes your data.

For questions or to exercise your rights, please contact the Executive Director, Operations at admin@theburrowspsych.com.au.