



Privacy Policy

1. Purpose

South Coast Psychology is committed to protecting the privacy and confidentiality of your personal and health information. This policy outlines how we collect, use, store, and disclose information in compliance with the Privacy Act 2020 and the Health Information Privacy Code 2020.

2. Scope

This policy applies to all clients, staff, contractors, and visitors interacting with our mental health or wellbeing services.

3. Collection of Information

What we collect:

- Personal details (name, contact information, date of birth).
- Health information (may include medical history, treatment notes, psycho-social history, mental health assessments).
- Whānau/family details (if relevant to care).

How we collect:

- Directly from you (e.g., forms, consultations).
- From other health providers (with your consent or as permitted by law).

Legal basis:

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Responsible	DG	Reviewed by	BK (Ext)

- Information is collected only for purposes directly related to providing wellbeing and mental health services (Rule 1).
- We inform you why we are collecting information and how it will be used (Rule 3).

4. Use and disclosure

Internal use:

- To provide tailored mental health care.
- For quality improvement and staff training (de-identified).

Disclosure to third parties:

- With your explicit consent (written or verbal).
- Without consent only if:
 - Required by law (e.g., court order).
 - Necessary to prevent serious harm to you or others (Rule 11).

Transfers overseas:

Health information is processed, stored and used in New Zealand unless explicitly agreed otherwise (Rule 12).

5. Storage and security

- All records are stored securely (password-protected systems for digital files; locked cabinets for physical files).
- Health information is digitally transmitted only via systems compliant with required standards (see Digital Security Policy and Procedure).
- Access is restricted to authorised staff only (Rule 5).
- Data is retained for 10 years post-discharge (or as required by law) and securely destroyed thereafter (Rule 9).

6. Access and correction

Your Rights:

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- Request access to your health information (Rule 6). We respond within 20 working days.
- Request corrections to inaccurate information (Rule 7).

Limitations:

Access may be denied if it poses a risk to your or others' safety (Rule 6).

7. Complaints

Concerns about privacy breaches can be raised with our Privacy Officer:

- Email: [privacy@company.co.nz]
- Phone: [phone number]

If unsatisfied, you may complain to the Office of the Privacy Commissioner (www.privacy.org.nz).

8. Policy review

This policy is reviewed annually or after significant legislative changes.

Compliance references:

- Health Information Privacy Code 2020 (Rules 1–13).
- Privacy Act 2020 (Principles 1–13).
- Health Information Governance Guidelines (HISO 10064:2017).

South Coast Psychology ensures all staff and contractors receive training on these obligations.

9. Approved by: Diane Gillespie (Director)

Date: 27/6/2025

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