



NSWIPP

NSW Institute of
Psychoanalytic
Psychotherapy

Privacy Policy

Privacy at NSW Institute of Psychoanalytic Psychotherapy

NSW Institute of Psychoanalytic Psychotherapy (“Institute”) is committed to protecting the privacy of the people having contact with the Institute. This document summarises the main features of the Institute’s privacy policy, and is informed by the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). It also contains information about what to do if you have questions, concerns or complaints.

The information the Institute collects about you

The Institute collects and retains personal information including your name, address, telephone number, credit card details, email address, age, gender, and occupation. Sometimes we may take a video or a photographic image of you. We are committed to keeping your information safe. We use appropriate security measures and technology to protect your personal information.

The use of your information

We use your information in providing products and services, processing your payment, and security. You are not obliged to give us your personal information. However without this information we may not be able to provide you with the full range of our services, or we may not be able to provide you with a full range of payment options.

To help us provide services to you, we may need to furnish your personal information to other Organisations. If we need to furnish another organisation, such as a credit card company, with access to your personal information, we require that organisation to keep the personal information secure, and to use it only for the appropriate purpose. We will not sell or trade your information to another organisation without your consent.

Access & correction

To help us keep your personal information up to date, please let us know of any changes to your personal details. If you wish to access the personal information we hold about you, please contact the Institute's privacy officer.

The Institute aims to provide you with a full range of its products, services, and options.

From time to time the Institute may notify you about additional products or services. You may ask us not to receive information on these additional products and services by contacting the Institute's privacy officer.

If you would like further information on the Institute's privacy policy, or would like to obtain a copy of the Institute's privacy policy, please visit our website at <http://www.nswipp.org> or contact the Institute's privacy officer at nswipp4@bigpond.com / PO Box 4050, Winmalee NSW 2777.

Access Policy

Our conduct under this policy is governed by the following principles.

- Requests for access are treated seriously.
- Requests will be dealt with promptly, and confidentially.
- Your request to access your personal information will neither affect your existing obligations nor any arrangements between you and the Institute

You can access your personal information

The Institute will provide access by allowing you to inspect, take notes of, and receive copies or print-outs of the personal information which the Institute holds about you.

If you wish to access the personal information we hold about you, please contact the Institute's privacy officer at PO Box 4050 Winmalee, NSW, 2777 or telephone 0406 975 434.

To obtain access you must provide proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals, and that the privacy of others is not undermined.

The Institute reserves the right to charge you a reasonable fee for searching for, and providing access to, your information.

When will access be denied?

Access will be denied if:

- the request does not relate to the personal information of the person making the request;

- providing access would pose a serious and imminent threat to the life or health of a person;
- providing access would create an unreasonable impact on the privacy of others;
- the request is frivolous and vexatious;
- the request relates to existing or anticipated legal proceedings;
- providing access would prejudice negotiations with the individual making the request;
- access would be unlawful;
- denial of access is authorised or required by law;
- access would prejudice law enforcement activities;
- access discloses a commercially sensitive decision-making process or information; or
- the refusal is justified by the National Privacy Principles.

Where possible, the Institute will favour providing access. The Institute may do so by providing access to the appropriate parts of the record, or by using an appropriate intermediary.

A dispute about the right, or forms, of access will be dealt with in accordance with the Institute's grievance policy.

Time

We will take all reasonable steps to provide access within 30 days of your request. If the request is not complicated, or does not require access to a large amount of information, we will try to provide the information within 14 days.

Complaints

If you have a complaint about how we handle your personal information please email nswipp4@bigpond.com or write to PO Box 4050, Winmalee NSW 2777. If you make a complaint NSWIPP will acknowledge that your complaint has been received, let you know who will be handling your matter and give you an estimate of when we can provide a response. If you are not satisfied with our response to your complaint you can make a formal complaint to the Office of Australian Information Commissioner via their website at <https://www.oaic.gov.au/>, by emailing enquiries@oaic.gov.au or calling 1300 363992.

