



Privacy Policy

DBT Clinics Australia is committed to protecting your privacy and ensuring that your personal and health information is managed in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and other relevant legislation.

This policy outlines how we collect, use, store, disclose, and protect your information, and your rights in relation to your personal information.



1. INFORMATION WE COLLECT

We collect personal and health information that is relevant to providing you with safe, effective and individualised mental health care. This may include your contact details, medical history, mental health information, assessment results, treatment notes, and information from other health professionals (with your consent).



2. HOW WE USE INFORMATION

Your information is used to provide clinical services, communicate with you, coordinate care, manage appointments, process payments, and meet our legal and professional obligations. We may also use de-identified information for quality improvement, service development, and training purposes.



3. WHO WE SHARE INFORMATION WITH

We only share your information with your consent, unless required or permitted by law (e.g., where there is a serious risk to safety). Information may be shared with other health professionals involved in your care, funding bodies, or service providers who support the delivery of our services (e.g., secure IT and practice management systems).



4. HOW WE PROTECT INFORMATION

We take reasonable steps to protect your information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes secure electronic systems, restricted access, staff training, and confidential storage of paper records.



5. ACCESSING YOUR INFORMATION

You have the right to request access to your personal information and to request corrections if you believe it is inaccurate, incomplete or out of date. We will respond to requests in accordance with the Privacy Act 1988 (Cth).



6. LIMITS TO PRIVACY

There are some circumstances where we may be required to disclose information without your consent, such as where there is a serious risk to your safety or the safety of others, or where required by law.



7. WEBSITES AND ONLINE SERVICES

Our website and online services use secure systems to protect your information. While we take reasonable precautions, no online system is completely secure. We encourage you to keep your personal information safe when communicating with us electronically.



8. QUESTIONS OR CONCERNS

If you have any questions about this Privacy Policy or how your information is managed, please contact our team.



OUR COMMITMENT

We are committed to maintaining your trust and ensuring your information is treated with respect, confidentiality and care.

