Ocean & Oaktrees
CLINICAL PSYCHOLOGY

Location: ECU Business & Innovation Centre
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Email: hello@oocp.com.au
Website: www.oocp.com.au

Privacy Policy

Effective date: November 2026
Policy owner: Jennifer Fleming, Clinical Psychologist
Next review: November 2027

1. Our Commitment to Your Privacy

At Ocean & Oaktrees Clinical Psychology, we understand that seeking psychological care involves sharing highly personal and sensitive information.

We are committed to protecting your privacy, maintaining confidentiality and ensuring your personal and health information is handled respectfully, securely and responsibly.

Our practice operates in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), the Psychology Board of Australia's Code of Conduct for Psychologists, and other relevant legal and professional obligations.

This policy explains what information we collect, why we collect it, how it is managed, when it may be disclosed, and your rights regarding your personal information.

2. Information We Collect

We collect information reasonably necessary to provide psychological services and manage our practice.
This may include:

- Personal details: Name, date of birth, address, contact details and emergency contacts.

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- Health information: Medical and psychological history, presenting concerns, assessments, diagnoses, medications, treatment plans and clinical progress.
- Administrative information: Appointment history, referral information, Medicare details, private health insurance information and billing records.
- Professional correspondence: Referrals, reports and relevant communications with other healthcare providers or authorised third parties.
- Website information: Information voluntarily submitted through our contact forms or purchasing processes.

Psychological and health information is considered sensitive information under Australian privacy law and receives additional protection.

3. How We Collect Information

Information may be collected directly from you through consultations, questionnaires, registration documents, correspondence and other interactions.

With appropriate consent or another lawful basis, information may also be obtained from referring practitioners, family members, other healthcare professionals or relevant organisations.
We collect information directly from you wherever reasonably practicable.

If you choose not to provide information relevant to your treatment, this may affect our ability to undertake an appropriate assessment or provide safe and effective psychological services.

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4. Website Information and Online Purchases
Our website, www.oocp.com.au, is hosted through Wix.

Contact forms
When you submit a contact form, we collect the name you provide and any other information you voluntarily include in your enquiry.

This information is used to respond to your enquiry and provide information about our services.

We encourage visitors not to include detailed psychological or medical information in general website enquiries.
Online purchases

When purchasing services or programs through our website, personal information necessary to process the purchase may be collected, including your name, contact details, billing information and transaction details.

Online payments may be processed through Stripe or Afterpay. Wix and its associated service providers may also automatically process technical information, such as device information, IP addresses and cookies, for website operation, security and functionality.

Website purchases and contact form submissions do not automatically establish a therapeutic relationship with Ocean & Oaktrees Clinical Psychology.

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Information submitted through our website is managed in accordance with this policy and applicable privacy requirements.

5. Payment Processing

We use recognised payment service providers to facilitate secure transactions.
Depending on the payment method selected, these may include:

- Stripe: Online card payments.
- Afterpay: Eligible online purchases made through its payment service.
- Pin Payments: Electronic payment processing.
- HICAPS: In-person electronic payments and eligible health fund or Medicare claiming services.

These providers process information necessary to authorise, complete, refund or reconcile transactions.
We may retain transaction records, payment references, receipts and billing information for accounting, administration and legal purposes.

Payment providers may independently collect and process financial, identity and transaction information according to their own privacy policies and applicable legal obligations.

Ocean & Oaktrees Clinical Psychology does not ordinarily retain full payment card numbers within client clinical records.
Where possible, only the minimum information necessary for payment processing and administration is shared.

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6. Clinical Records and Practice Management — coreplus

We use coreplus, a cloud-based practice management system, to maintain and manage client information.

Information stored through coreplus may include:

- Personal and contact details.
- Clinical notes and relevant health information.
- Appointment and attendance history.
- Referrals, correspondence and assessment documents.
- Invoices, payments and billing information.
- Treatment plans and other clinical records.

According to coreplus's published security information, data entered into the platform is stored, processed and backed up in Australia.

Access to clinical information is restricted to authorised users according to their professional responsibilities and operational requirements.

We take reasonable steps to protect clinical records against unauthorised access, misuse, interference, loss or disclosure.

7. AI-Assisted Clinical Documentation — NovoNote

Ocean & Oaktrees Clinical Psychology uses NovoNote, an AI-assisted clinical documentation system, to support the preparation of clinical notes.

With appropriate client consent, NovoNote may be used to capture and transcribe audio from a consultation and generate a draft clinical summary.

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How NovoNote is used
NovoNote assists with documentation by converting relevant session content into structured draft notes.

The psychologist remains responsible for reviewing, correcting and approving the accuracy and clinical appropriateness of all notes. AI-generated content is not accepted automatically as an accurate clinical record and does not replace independent professional judgement.

Consent and client choice
Clients will be informed about the proposed use of AI-assisted recording and documentation before it occurs.
Separate, informed consent will be obtained before a session is recorded or transcribed using NovoNote.

Clients may decline AI-assisted recording or withdraw their consent for future recordings without affecting their access to psychological treatment.

Where consent is not provided, clinical notes will be prepared using alternative documentation methods.
Privacy and storage

According to NovoNote's published privacy and security documentation:

- Session notes and transcripts are stored on servers located in Australia.
- Audio is temporarily cached for transcription and deleted following successful transcription.

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- Client data is not used by NovoNote or its third-party AI model providers to train AI models.

Generated notes and transcripts may remain within the NovoNote system until deleted in accordance with the provider's functionality and applicable retention arrangements.
Relevant approved clinical notes may also be retained in the client's clinical record within coreplus.

Confidentiality and safeguards
AI-assisted documentation involves processing sensitive health information through an external technology provider.
We take reasonable steps to assess the provider's privacy and security arrangements, minimise unnecessary information sharing and manage client data in accordance with applicable privacy requirements.

NovoNote will not be used to record a consultation without the required consent.

8. Why We Use Your Information
Personal information is collected and used to:

- Provide psychological assessment, diagnosis and treatment.
- Develop and review treatment plans.
- Maintain accurate clinical documentation.
- Communicate about appointments and services.
- Coordinate treatment with other professionals where appropriate.
- Prepare authorised reports and correspondence.
- Process payments, invoices and eligible rebate claims.
- Meet legal, regulatory and professional obligations.

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- Maintain the safety, security and quality of our services.

We do not sell or rent client information.
We will not use sensitive health information for direct marketing without appropriate consent.

9. Confidentiality and Disclosure

Your psychological information is confidential and will not ordinarily be disclosed without your consent.
Information may, however, be disclosed in circumstances permitted or required by law, including:

- Where you have authorised communication with another healthcare professional or third party.
- Where disclosure is required by a valid legal process or statutory obligation.
- Where necessary to meet applicable mandatory reporting obligations.
- Where a permitted exception applies in relation to a serious threat to life, health or safety.
- Where information is appropriately shared for professional supervision or consultation.
- Where authorised service providers require access for legitimate practice operations, subject to applicable safeguards.

Any disclosure will be considered in accordance with applicable privacy law, ethical obligations and the circumstances involved. Where practicable, only information necessary for the particular purpose will be disclosed.

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10. Privacy of Children and Adolescents

We recognise that children and adolescents have rights to privacy, confidentiality and participation in decisions about their healthcare.

A young person's capacity to consent to treatment and decisions about disclosure depends on their maturity, understanding, circumstances and applicable law.

Parents and guardians do not automatically have unrestricted access to all information disclosed by a child or adolescent during psychological treatment.

Decisions regarding parental access consider the young person's capacity, legal authority, wellbeing, relevant court orders and professional obligations.

Confidentiality arrangements will be explained in an age-appropriate manner before or during treatment.

11. Information Security

We take reasonable steps to protect personal and health information from misuse, loss, interference, unauthorised access, modification and disclosure.

Measures may include:

- Secure, password-protected electronic systems.
- Access controls and multifactor authentication where available.
- Encryption and other platform security features.
- Secure storage of paper records.
- Appropriate software updates and device protection.

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- Restricted access to sensitive records.
- Confidentiality obligations for authorised personnel.
- Secure backup and record management arrangements.

No digital system or communication method can guarantee absolute security.

Clients are encouraged to avoid sending highly sensitive information through unsecured email or general website contact forms.

12. Overseas Information Processing and Disclosure
We use a combination of Australian-hosted clinical systems and third-party website and payment services.

Coreplus and NovoNote state that their clinical data is stored in Australia, although service-provider arrangements must also be considered when assessing access and processing.

Wix and payment providers may use international infrastructure or service providers.

For example, Afterpay identifies possible processing or transfers involving Australia, New Zealand, the United States, Canada, the United Kingdom, European Union countries, China, the Philippines and Singapore.

Other overseas processing locations may apply depending on the relevant provider and its current arrangements.

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Where our practice discloses personal information to an overseas recipient, we will comply with applicable Australian Privacy Principle requirements, including taking reasonable steps to protect the information unless a lawful exception applies.
We aim to minimise disclosure of identifiable clinical information to external services where it is not necessary for the service being provided.

13. Retention of Clinical Records
Clinical records are retained in accordance with applicable legal and professional requirements.
Our minimum retention periods are:

- Adult clients: At least seven years after the last entry in the clinical record.
- Clients under 18 at the last entry: Until the client reaches 25 years of age.

Records may be retained longer where required or reasonably necessary for legal, regulatory, clinical or professional purposes. When records are no longer required and there is no applicable reason for retention, reasonable steps will be taken to securely destroy or de-identify the information.

Temporary audio, draft transcripts and third-party system data may have different retention arrangements, subject to applicable laws, consent and provider settings.

14. Accessing and Correcting Your Information
You may request access to personal information held about you or ask for information to be corrected if it is inaccurate, incomplete, out of date, irrelevant or misleading.

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We may request appropriate identification before responding. We aim to respond within 30 calendar days, or sooner where reasonably practicable.

Access will be provided unless a lawful exception applies. A reasonable, non-excessive fee may be charged for the cost of providing copies or access to records. There is no fee for making the request.

Where a correction to historical clinical documentation is not appropriate, an explanatory note or addendum may be added. If a request is refused, we will explain the reasons and available options, as required by law.

15. Data Breaches

If personal information is lost, accessed without authorisation or improperly disclosed, we will take reasonable steps to contain the incident, assess potential harm and respond appropriately. Where an incident meets the criteria for an eligible data breach under the Notifiable Data Breaches scheme, we will notify affected individuals and the Office of the Australian Information Commissioner as required by law.

We will also take appropriate steps to reduce the risk of further harm.

16. Privacy Concerns and Complaints

If you have concerns about the collection, use, storage or disclosure of your personal information, please contact us.

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Jennifer Fleming
Clinical Psychologist and Practice Owner
Ocean & Oaktrees Clinical Psychology
Email: hello@oocp.com.au

We will investigate privacy complaints appropriately and aim to provide a substantive response within 30 calendar days.

If you are dissatisfied with our response, you may contact the:
Office of the Australian Information Commissioner (OAIC)
Website: www.oaic.gov.au
Telephone: 1300 363 992

Generally, concerns should first be raised with the practice before lodging a complaint with the OAIC.

17. Updates to This Policy
This policy may be updated to reflect changes to legislation, professional standards, technology providers or practice procedures.

The current version will be available on our website.
Where material changes affect the collection, use or disclosure of personal information, we will provide appropriate notice and obtain consent where required.

18. Contact
Ocean & Oaktrees Clinical Psychology
Jennifer Fleming | Clinical Psychologist
Email: hello@oocp.com.au
Website: www.oocp.com.au

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Nothing in this policy limits rights or protections available under applicable Australian privacy law. This policy should be read alongside our informed consent and other relevant practice policies.