

Privacy Notice – UQ Sport and Exercise Psychology Service

The SEPS collects and manages personal information in accordance with:

- The Information Privacy Act 2009 (Qld) (**IP Act**)
- UQ's Privacy Policy and Data Handling Procedures
- The Psychology Board of Australia Code of Conduct (**PsyBA Code of Conduct**).

Privacy snapshot

As an overview, here is what you need to know:

- The SEPS collects personal information for the primary purposes of:
 - Providing our services to you, including the evaluation, identification, and intervention for performance and well-being concerns
 - Contacting you regarding the services we provide to you
 - Training provisional psychologists.
- The SEPS will collect your personal information directly from you, except as described under "How does the UQ SEPS collect my personal information?"
- The SEPS is based in Queensland, Australia. Your personal information will be stored in Australia (except as described under 'Handling of personal information outside Australia' or otherwise with your consent) and will be collected and managed in accordance with Queensland's IP Act.
- UQ will not disclose your personal information to a third party, except as described under "To whom will the UQ SEPS disclose my personal information?"
- Further information about privacy at UQ, including how you can access and amend your personal information or complain about a breach of your privacy, is available under "Further information" below.

What personal information does the UQ SEPS collect about me, and how will that information be used?

Our provisional psychologists collect personal information to provide our services at the UQ SEPS, including to enable your provisional psychologist to make an informed, professional decision as to the most appropriate evaluation and intervention methods to be used.

We will also collect sensitive information from you, including health information. By providing us with this information, you consent to UQ SEPS collecting the information and using it for the purposes described below.

The types of personal information we collect, hold and use and the purpose for collecting that information, is described below:

Category	Personal information collected	Purpose
Biographic and demographic details	• Name • Gender, sex at birth, and preferred pronouns • Date of birth • Occupation (including whether you are a current student) • Educational information (years of fulltime education completed or current grade) • Concession card details • Whether you are of Aboriginal or Torres Strait Islander origin • Whether there are current legal matters relating to the referral issue	• To provide our services to you, including evaluation, identification, and intervention for performance and well-being concerns • To determine service eligibility (e.g. we do not accept referrals from current UQ Psychology Masters students)
Contact details	• Address • Email address • Telephone numbers • Emergency contact details • Existing GP contact details	• To contact you or your emergency contacts • To make appointments
Billing details	• Invoices • Records of payment	• To facilitate payment of client fees
Relevant information for service provision	• Relevant history of the presenting matter, including reasons for presentation • Areas of behaviour related to the presenting matter • Relevant family history • Relevant current and past medical information • Information pertaining to your intervention plan and your response to service provision • Your responses to, and the results of, psychological tests, questionnaires, and assessments	• To provide our services to you, including evaluation, identification, and intervention for performance and well-being concerns • For the training of provisional psychologists • Note: All psychologists discuss their clients (which includes sharing case information) with an experienced psychologist as part of a supervisory relationship

	• Other information deemed necessary to make an informed clinical judgement about the nature of the presenting matter and other relevant factors
Session video recordings	• Audio-visual recordings of sessions while attending the Service • Note: You have the right to request that the recording be turned off at any point during any session, however as we are a training service, the session may not be able to continue • For the training of provisional psychologists

Use for Statistical Purposes

The service may use de-identified statistics about referral sources, nature of presenting matters and attendance durations to evaluate the service provided by the SEPS. In all cases where information is used for statistical or other internal purposes, no identifying information is made available.

Use of recordings for training purposes

To assist in the provisional psychologists' training process, some sessions at the SEPS are video and / or audio recorded for the purposes of consultation with the provisional psychologists' supervisor(s) or other service staff who may be involved in the training of the provisional psychologist. Recordings are for training purposes only and are destroyed at the end of the provisional psychologists' placement (within a period of 12 months). All information on the recording remains strictly confidential and the recordings are securely maintained.

You have the right to request that the recording be turned off at any point during any session, however as we are a training service, the session may not be able to continue.

Meeting our legal obligations

The SEPS may also collect, use, or disclose personal information to meet its legal obligations including where:

- A file is subpoenaed by a court.
- A provisional psychologist forms the professional opinion that you or another individual is at risk of harm, and a moral or legal obligation exists to disclose this information to prevent such harm.

How does the UQ SEPS collect my personal information?

Generally, we will collect information directly from you. In some cases, we may also need to collect information about you from third parties, such as:

- A spouse or partner
- A parent, carer, or legal guardian
- Coaches, physiotherapists, strength and conditioning coaches or other staff involved in supporting your performance
- Health professionals involved in your care (such as your GP or psychiatrist)
- Online assessment providers, e.g. NovoPsych.

We will endeavour to keep you informed of the information we collect from third parties, and the source of that information, and where appropriate will seek written consent from you before obtaining such information.

To whom will the UQ SEPS disclose my personal information?

All information that you give to the UQ SEPS is strictly confidential. Only your provisional psychologist and the small consultative team assigned to your care will have access to your personal information.

Personal information will not be disclosed to a third party, except in accordance with the *Information Privacy Act 2009* (Qld) and the PsyBA Code of Conduct, including (but not limited to) where:

- You have agreed in a written Release of Information for the information to be disclosed
- A file is subpoenaed by a court
- A provisional psychologist forms the professional opinion that you or another individual is at risk of harm, and a moral or legal obligation exists to disclose this information to prevent such harm.

What happens if you don't provide this personal information?

If you do not provide the personal information referred to in this privacy notice, the service may be unable to provide you with our services.

Storage and retention of personal information

Your personal information is stored securely in accordance with UQ's Information Management Policy, University Sector Retention and Disposal Schedule, and the PsyBA Code of Conduct.

Information provided to the service is held in a client database. All physical files are held within the School of Psychology, at the UQ SEPS, in locked offices. Files do not leave the service at any time.

Records for adults are retained for 10 years after last client service provision or medico-legal action. Records for minors are retained for 10 years from client attaining 18 years of age; and 10 years after last client service provision or medico-legal action.

Handling of personal information outside Australia

Some assessments conducted by provisional psychologists at the UQ SEPS may involve the use of external providers that store your personal information outside of Australia.

Only the provisional psychologist and their supervisor, or service staff (where strictly necessary) will have access to your information stored within these systems. We will seek written consent from you regarding the use of any systems before using them to collect and/or otherwise handle your personal information:

How to access or amend your personal information

You may access and/or amend your service file and/or payment information by emailing the Service Manager at uqseps@uq.edu.au.

Requests should state the specific information required. Requests will only be accepted from the email address we have on file for you, and must be accompanied by the following information for verification purposes:

- Your full name
- Date of birth
- Phone number
- The name of the provisional psychologist you had seen while accessing services.

The Service Manager will then review the relevant file and release the requested information, as appropriate to the circumstances.

We have a duty of care to protect the safety, health, and wellbeing of our clients and, as a result, in some cases we may not be able to release some or all requested information to you. If you are dissatisfied with the information released to you, you may wish to apply for

access to the information via a formal access application (<https://governance-risk.uq.edu.au/functions-and-services/right-information-and-privacy/right-information/right-information-privacy-applications>).

If you wish to update your details, or amend information which you believe to be incorrect, incomplete or out-of-date, please contact the service via email: uqseps@uq.edu.au in the first instance.

Complaints and enquiries

If you have questions or concerns regarding your personal information as held by the UQ SEPS, please direct these to the Service Manager at uqseps@uq.edu.au in the first instance.

If you believe that the Service has breached your privacy in its management of your personal information, you may make a privacy complaint to UQ's Right to Information and Privacy Office. Further information is available on UQ's [Privacy Complaints](#) webpage.

Further information

For further information about privacy at UQ, including how you can complain about a breach of your privacy, please refer to the following:

- [Privacy Policy](#)
- [Personal Information Register](#)
- [Website Privacy and Terms of Use](#)
- [Access to and Amendment of UQ Documents Procedure](#)
- [Privacy Complaints](#).

Alternatively, or in addition, you may contact UQ's [RTI & Privacy Office](#).