

# Privacy Policy - Small Talk Therapy

Updated January 2021

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Clinical information shared during assessments and treatment sessions is treated as confidential, with the following exceptions:

- When you give your consent,
- When required by a court of law, and
- In cases of suspected neglect or abuse

## What information we collect

We'll ask you for information about background information relevant to your child's therapy and seek information that will help us provide effective, comprehensive, quality intervention for your child. We'll also ask to be able to share information with, and receive information from, other professionals who are also known to your child. Information we collect may include things like your contact details, medical/educational/family background and updates. We ask parents/guardians for consent for the above, and welcome regular feedback or changes to consent at any time.

## How we store client information

Client files include personal information such as names, contact details and educational/medical history, as well as details about intervention and invoicing. Client files/information are stored on password protected locations including laptops and mobile devices. These may be stored both on the individual therapist's devices, and on the administrator/director's own devices. Our clinic also uses password protected cloud-based services to store information and media including *Dropbox*, *Google Drive*, *Xero* and *Powerdiary*. Information may be visible to all Small Talk Therapy workers, including employees, contractors and administrators. Clients can request a copy of any information at any time. Paper files may be kept for some clients.

## Sharing client information with other professionals

Often it is beneficial to collaborate and consult with other professionals supporting a client. Our client details form invites you to agree or decline allowing us to liaise with other professionals about your child. We strongly believe in communication and collaboration between other health and school professionals whenever possible within the limits set by you.

Small Talk Therapy workers include our clinical director, administrator and therapists who contract to our service. We share relevant client contact details, clinical anecdotes (eg. during peer supervision) and client documentation with each other, in the following situations:

- During conversations with our professional support network who also abide by the same rules of confidentiality. We engage in peer supervision and discuss clinical practice within our team and sometimes with our own clinical supervisor(s) several times a year.
- With other families and schools - but this is limited to general techniques, resources, and information that other clients or families have found useful. Stories and anecdotes can be powerful to help change attitudes and also help other families feel less isolated. We limit the use of such information sharing to situations in which it is reasonable to assume that information is pertinent, unlikely to be found independently, and very unlikely to be linked to a specific individual. If in doubt, we do not share.

## Sharing client images via the media

Photos and videos are frequently used as part of therapy. These files are treated as confidential and are not shared unless the client or parents/guardians give explicit permission.

Media on [www.smalltalktherapy.co.nz](http://www.smalltalktherapy.co.nz) and on the Small Talk Therapy facebook page is protected and all rights are reserved. It should not be copied, altered, re-used, or downloaded without express written permission from Small Talk Therapy. If the photo is of the client or their immediate family, they are welcome to save a copy.

On the website, only photos that capture positive moments in a respectful manner are included. Identifiable photos are only posted with the express, written permission of clients or their parents. If anyone recognises themselves in a photo and wishes it to be removed from this site, they are welcome to contact us to request us to do so. Thank you to the many families who have kindly given permission for Fiona Kenworthy and/or Small Talk Therapy to share photos of themselves or their children.

## When we destroy client information

The Privacy Act states that personal details should not be stored for longer than is necessary. Carers sometimes request access to information and/or reviews after discontinuing therapy. We therefore retain client files for at least 12 months. Files may be kept for up to 5 years where the worker or director feel this would be in the child's best interests (eg. the child is very young and the information may contribute to a later diagnosis, or Small Talk Therapy feels they may benefit from further intervention in future). Files will be stored in a locked building or destroyed, either by shredding or burning. Clients are welcome to request that their personal information be destroyed at any time.

## Accessing your child's information

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at [fiona@smalltalktherapy.co.nz](mailto:fiona@smalltalktherapy.co.nz), or 0212516162, or iBod, 9 Papakura-Clevedon Rd, Clevedon, Auckland 2018