



privacy: your rights

why do we collect personal information?

When you come to headspace, clinicians need to ask you some personal questions, so we can understand you and help you better. It can also reduce the number of times you need to tell us your story.

We might also get information about you from other health services.

can I see information about me?

Yes. You have the right to know the information recorded about your treatment.

At headspace, we want to work together to record information about your treatment. This might mean clinicians will work with you to create a treatment plan you're happy with.

You can see your medical record by filling in a Freedom of Information application at any time. This process takes time and you may need to pay a fee.

who else can see information about me?

headspace, eheadspace and Alfred Health clinicians involved in your care can see certain information about you. This can include your age, condition, diagnosis, family details and treatment outcomes.

We know that confidentiality is important. There are also times where we may have to share information about you, for example, if you are at risk of significant harm by yourself or others.

Sometimes, the courts or police have the legal right to ask for information. If this is the case, we will talk to you about this when possible.



“at headspace, we want to work together to record information about your treatment.”



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