



Privacy Policy

This policy outlines the ways in which your personal information is managed. Your privacy is taken seriously, and we are committed to complying with the Australian Privacy Principles in the Privacy Act 1988 (Cth).

Personal information

Personal information is considered information about an individual that can be used to identify them directly or indirectly, such as name, address, phone number, email address, and date of birth.

Sensitive information is a type of personal information which includes details about a person's racial or ethnic origins, political or religious beliefs, sexual orientation, health or genetic information, and family court orders or criminal record. The breach of sensitive information is likely to leave people open to discrimination or embarrassment.

Why is personal information collected?

The client sharing their personal information assists to assess and support the client in processing their identified concerns. Personal information is retained to enable the therapist to provide a relevant and informed service. Duty of care to a client cannot be anonymous. A client may request to use a pseudonym, but a name will be listed on ID's is required.

How personal information is collected:

Personal information is collected through a variety of means, including:

- The information you verbally share
- Written communication received from you
- Our online booking system
- The completed intake form
- The guardian of those under 18 years of age
- A referral from your gp or another treating practitioner or service.

Storage of personal information

To protect the personal information, we store it in several ways, all of which are secure and can only be accessed by approved individuals. The method of storage varies between types of information and may include hard copies and digital versions (either on a secure server or offline).

We do not retain any credit card or banking details once processing the payment is finalised. We also try not to retain unnecessary information, disposing of it securely from time to time depending on the type on information it is and our legal obligations. If we become aware of a security breach we will promptly investigate and, where appropriate, take remedial action and notify the individual affected in accordance with the Privacy Act.

Disclosure of your personal information

Your information will not be disclosed to third parties without your consent, except when the disclosure is required by law.



Accessing your personal information

You may request access to personal information we hold about you. We may ask you to specify what information you require and may charge a fee where we provide access. We deal with all requests for access to personal information as required by the Privacy Act. We may refuse to provide access if the Privacy Act allows us to do so.

Integrity of your personal information

You may request an update or correction to personal information we hold about you and we will deal with all such requests as required by the Privacy Act.

Complaints

If you think your personal information has not been handled in line with the Privacy Act, please contact us in the first instance. We will investigate your complaint and try to promptly resolve your complaint directly with you.

If you are not satisfied with the outcome, then you may make a complaint to the Office of the Australian Information Commissioner (OAIC). For information about how to make such a complaint, please refer to the OAIC website <http://www.oaic.gov.au/>

Contact us

If you have any questions relating to privacy matters, please contact us.