

## Counselling& Privacy Policy

Effective Date: 19/04/2025

### 1. What Information we Collect

We collect personal and sensitive information that is relevant to providing you with safe, effective and appropriate services. This may include:

- Full name, contact details, date of birth.
- Emergency contact information
- Health information including psychological history, medications and treatment plans
- NDIS plan details and funding information if applicable
- Feedback or complaints you may submit

We only collect information that is necessary for the delivery of our counselling, therapy, supervision or support services.

### 2. How we collect your Information

Information is collected:

- Directly from you, in person, by phone, via email.
- Through your therapist or support worker during sessions.
- From third parties when you have given consent with filling out Counselling&'s, *Consent to Exchange Confidential Information* form.
- Via our website forms, client management systems (Splose), or secure video platforms (Zoom, Teams).

### 3. Why we collect your Information

We collect this information to:

- Deliver therapeutic support and counselling services.
- Ensure your safety and tailor support to your needs.
- Comply with legal and regulatory obligations
- Communicate with you regarding appointments or service changes
- Facilitate referrals or service collaboration (with your consent).
- Improve the quality and effectiveness of our services.

### 4. How we store and secure Your Information

Your information is securely stored in our encrypted client management platform (Splose), which is compliant with Australian data protection standards. Physical records (if used) are kept in locked storage with restricted access.

We take reasonable steps to:

- Protect data from misuse, loss or unauthorized access.
- Ensure only authorized staff access your file
- Dispose of information securely when no longer required.

## 5. Disclose of Information

We will not share your personal information with any third parties unless:

- You provide written consent to share your information
- Disclosure is required by law (e.g. subpoena, mandatory reporting)
- There is a risk of harm to you or others
- We are referring or coordinating services at your request

NDIS participants, limited information such as service types or progress reports may be shared with the NDIA or Plan Managers when required.

## 6. Access and Correction

You have the right to access and request corrections to your personal information. To do so, please contact us in writing. We may need to verify your identity before releasing or updating any data.

## 7. Website use and analytics

When you visit [www.counsellingand.com.au](http://www.counsellingand.com.au), we may collect basic usage data (e.g. IP address, browser type device used to improve our websites performance and user experience This data is collected via cookies and analytics tools (e.g. Google Analytics). You can manage your browser settings to control or disable cookies.

## 8. Feedback and Complaints about Privacy

If you believe your privacy has been breached, please contact us immediately so we can investigate and respond. You may also lodge a complaint with:

Office of the Australian Information Commissioner (OAIC)

- Website: [www.oaic.gov.au](http://www.oaic.gov.au)
- Phone: 1300 363 992

## 9. Changes to this Policy

We may update this policy from time to time to reflect changes to our practices, legal obligations or service model. The latest version will always be available on our website.