

Privacy Policy

Counselling Conversations is committed to protecting the privacy of personal information collected and held about individuals. This privacy policy explains how I manage the personal information I collect, use, and disclose.

Why and when your consent is necessary

When you register as a client you provide consent for me to access and use your personal information so I can provide you with the best possible support. If I need to use your information for anything else, I will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

I will need to collect your personal information to provide healthcare services to you. The main purpose for collecting, using, holding and sharing your personal information is to respond to your well-being needs.

Personal information

The personal information I collect may include your name, date of birth, address and contact details.

How is personal information collected?

Counselling Conversations may collect your personal information in several different ways.

1. When you register for your appointment and during the course of providing therapeutic services.
2. When you send an email or SMS or telephone me.

Sharing your personal information

All personal information gathered during the provision of this therapeutic service remains confidential and secure, and will only be shared with other healthcare providers with your consent, except when

1. failure to disclose information would place the client or another person at risk, or
2. it is subpoenaed by a court, or
3. the client's prior permission has been obtained to provide a written report to another professional or agency, or

4. permission has been obtained to discuss the material with a designated person.

I seek professional supervision as required by my professional association (ACA & PACFA) to maintain standards of practice. In these discussions about my work, I do not disclose identifying information about clients. In order to use client information for the purposes of training, education, research and publication, I will always seek your permission and ask you to sign a Consent Form. If you do not wish any of your information to be used in these areas, your wishes will be respected.

This practice will not use your personal information for marketing any of our goods or services directly to you without your express consent.

Storing and protecting your personal information

All personal information will be securely stored in password protected information systems.

Privacy-related complaints

If you have any privacy-related complaints or concerns, please express these in an email to: counsellingconversations@gmail.com. I will work to resolve the matter within 30 days as per our resolution procedure. If you have any queries, please call me on 0488 284 023.

You may also contact the OAIC at www.oaic.gov.au or call the OAIC on 1300 363 992. You may also contact your local health ombudsman.