

Privacy Policy

This policy concerns personal or sensitive information which you provide to us. We only collect and store your personal information where it is required to deliver our service, and this is only done with your consent. You are not obliged to provide information however this may impact the quality of the service we provide. You can choose to remain anonymous or use a pseudonym.

Your personal information may be collected via our online booking system, talking with you on the telephone, via your emails and texts, and during your counselling sessions. The types of personal information may include:

- Your name and date of birth
- Your contact details
- Information about your health, gender, and ethnicity
- Your personal circumstances

Your personal information is collected and stored to enable us to contact you, arrange appointments, inform you of our services, and provide counselling. Your information will not be shared or used for any other purpose. There are however certain circumstances in which we may disclose your personal information. These are limited to:

- When you have consented to or requested the disclosure
- Where we are required to by Australian Law or a court order, including mandatory reporting laws
- If there is a real risk of serious harm to you or others

You may access and/or amend your personal information by contacting us via the email address above.

Your identifiable information (name, contact, date of birth) is stored in a locked secure database separate to your counselling notes which are also stored in a locked secure database. Only your counsellor has access to your counselling notes.

Your records are held securely for a period of seven years after the date of your last service.

If you have any concerns regarding our collection or storage of your personal information, please contact Karen Grant at the contact details above. All concerns will be addressed promptly.