

Privacy Policy

Counselling Memories is committed to providing quality services and respecting your privacy. This policy outlines how your personal information is managed, in line with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

A copy of the Australian Privacy Principles can be found on the website of the **Office of the Australian Information Commissioner (OAIC)**: www.oaic.gov.au.

What is Personal Information and why do I collect it?

Personal Information is information that identifies you. Examples include your name, address, email, phone number, or health information relevant to counselling.

I may collect your Personal Information in a variety of ways, including:

- During counselling sessions (in person, online, or by phone).
- Through email, phone, or my website (www.counsellingmemories.com.au).
- Via online booking, intake and consent forms.

I collect this information primarily to provide counselling services to you. It may also be used for related purposes such as administration, appointment reminders, and resources you request.

Sensitive Information

Sensitive information includes details such as your health, religious beliefs, or membership of professional bodies.

I only collect and use sensitive information with your consent, or where required or authorised by law, and only for purposes directly related to counselling.

Third Parties

Where possible, I collect information directly from you. If information is received from a third party (for example, with your consent from a GP or referrer), I will take reasonable steps to ensure you are aware of this.

Disclosure of Personal Information

Your information remains private, except where disclosure is necessary:

- If you consent.
- If required by law (e.g., mandatory reporting, court order).
- If there is a serious risk of harm to you or others.
- In professional supervision (with identifying details removed).

Security of Personal Information

Your information is stored securely in password-protected systems or locked files.

Records are kept for a minimum of 7 years after your last session. If you were under 18 at the time of counselling, records are kept until you are 25. After this time, records are securely destroyed or permanently de-identified.

Access to Your Information

You may request access to your information or ask for corrections if it is inaccurate. To do so, please contact me in writing.

There is no fee for making an access request, though a small administration fee may apply for providing copies. Proof of identity may be required.

Maintaining the Quality of Your Information

I take reasonable steps to keep your information accurate and up to date. If you believe the information I hold is incorrect, please let me know as soon as possible.

Policy Updates

This Privacy Policy may change from time to time. The latest version will always be available on my website.

Complaints and Enquiries

If you have concerns about how your privacy has been handled, please contact me directly. If you are not satisfied with my response, you may contact the **Office of the Australian Information Commissioner (OAIC)**: www.oaic.gov.au.