



## Privacy Policy

### 1. Introduction

We value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website or engage with our counselling and wellbeing services. We comply with the **Privacy Act 1988** and the **Australian Privacy Principles (APPs)**.

### 2. Information We Collect

We may collect the following types of personal information:

- Your name, email address, and phone number when you contact us or make an enquiry.
- Information you provide when booking a counselling or bodywork session.
- Payment details when you make purchases or bookings (processed securely via third-party providers; we do not store full card information).
- Website usage data, such as IP address, browser type, and cookies, to improve site performance and user experience.

### 3. How We Use Your Information

We may use your personal information to:

- Respond to your enquiries and provide requested services.
- Manage bookings and appointments.
- Send important administrative or service-related updates.
- Improve our website, resources, and communication.
- (With consent) send newsletters, wellbeing tips, or promotional content.

### 4. Confidentiality and Privacy

**Confidentiality:** The counsellor agrees to maintain strict confidentiality in accordance with professional ethical guidelines and applicable laws. The client's personal information and session content will not be disclosed without the client's explicit consent, except in specific situations outlined below.

Limits of Confidentiality:

- If there is a risk of harm to the client or others, the counsellor may break confidentiality to prevent such harm.
- If there is abuse or suspicion of child abuse, elder abuse, or neglect, the counsellor is required by law to report it.
- If there is a court order or subpoena requesting information, the counsellor may be legally obligated to provide it.



**Informed Consent for Other Uses:** If the counsellor needs to share information with others, such as a medical professional, the client will be asked for their explicit consent in writing.

## 5. Sharing of Information

We do not sell, rent, or trade your personal information. However, we may share limited information with trusted third-party providers where necessary to deliver our services, such as:

- Online booking platforms
- Video conferencing tools
- Payment processors

Each of these providers has its own privacy and security measures.

## 6. Cookies and Analytics

Our website may use cookies and third-party analytics tools (such as Google Analytics) to collect non-identifiable information about website usage. This helps us improve site performance and understand visitor needs. You can disable cookies in your browser settings, though some website features may not work as intended.

## 7. Storage and Security of Information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes secure storage systems, password protection, and encryption where applicable.

## 10. Policy Updates

We may update this Privacy Policy from time to time to reflect changes in law, technology, or our practices.