



## **My Counselling Place**

### **Privacy Policy**

My Counselling Place is committed to complying with the Privacy Act 1988 and the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation.

This privacy policy covers all personal information we hold, that is, information, or an opinion about you (the client), where your identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected from you through our office, over the phone and over the internet.

### **Collecting information**

We collect and use personal information for the purposes of making contact with you, for communicating with you and for internal record keeping.

Please note that all information provided is voluntary however, if you choose not to provide any requested information this may limit our ability to provide our services to you.

### **Disclosing information**

We will only disclose personal information in accordance with the Privacy Act.

This means that personal information may be disclosed:

- For the purposes for which we have advised that we are collecting it, and for related purposes that the client would reasonably expect,
- Where we have the consent of the client to do so,
- As required by law, or
- Under other circumstances where permitted under the Act.

In the course of our business activities, we may need to disclose some of your personal information to relevant staff.

### **Unauthorised disclosure or access**

As the My Counselling Place is committed to protecting the privacy of clients, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

## **Access to personal information**

Clients will be able to access their personal information upon request. However, My Counselling Place may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

## **Security**

Our goal is to protect the personal information collected by My Counselling Place and its associations. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required.

We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

## **Data Quality**

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

## **Privacy Inquiries**

Privacy related inquiries or concerns can be directed to My Counselling Place.

## **Availability and review of Policy**

We will make our privacy policy available upon request and will provide a link to this policy from our website.

This policy will be reviewed from time to time and any amendments will be incorporated into the updated policy.