

Privacy Policy

For The One Counselling

Effective Date: 30 May 2026

Trading Name: For The One

Legal Entity: Joanne Gibson

ABN: 92 654 028 442

Your Privacy Matters

For The One is committed to protecting your privacy and handling your personal and sensitive information with care and respect.

We manage all personal information in accordance with the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs). As a counselling service, we also adhere to strict professional and ethical standards for the handling of sensitive health information.

This policy explains what information we collect, how we use it, and how we keep it safe.

What Information We Collect

We may collect the following types of information:

- Personal details (name, date of birth, contact details, address)
 - Emergency contact information
 - Referral and relevant health history
 - Counselling notes and clinical records
 - Session summaries and assessment information
 - Payment and billing details
 - Communications via email, SMS, intake forms, or website enquiries
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How We Collect Information

We collect information directly from you when you:

- Complete intake or consent forms
- Book or attend counselling sessions (in-person or telehealth)
- Communicate via email, phone, SMS, or online forms
- Use our website or booking system

With your consent, we may also receive relevant information from other health professionals involved in your care.

Why We Collect Your Information

We collect your information to:

- Provide counselling services
- Understand your needs and support your goals
- Maintain accurate clinical records
- Manage appointments and administration
- Process payments and invoicing
- Meet legal, ethical, and professional obligations

Confidentiality

Everything you share in counselling is treated as confidential.

However, confidentiality may be broken where required by law or where there is a serious risk to your safety or the safety of others. This includes:

- Legal requirements (e.g., court orders or subpoenas)
- Risk of serious harm to you or another person
- Mandatory reporting obligations (e.g., child protection laws)

Where possible, we will discuss any required disclosure with you first.

Professional Supervision

To maintain high professional standards, your counsellor may discuss aspects of client work with a qualified clinical supervisor.

No identifying information is used unless necessary, and supervisors are bound by strict confidentiality obligations.

AI-Assisted Services

For The One may use approved technology tools to support administration and clinical record keeping, such as transcription or note summarisation tools.

These tools are used to assist documentation and practice efficiency only.

No AI-assisted tools will be used in a way that processes your personal or session information without your knowledge and consent.

All technology providers are carefully selected to comply with Australian privacy requirements and confidentiality standards.

How Your Information Is Stored and Protected

Your information is stored securely using encrypted, password-protected systems with restricted access.

We use **Zanda Health**, a secure practice management system that is ISO 27001 certified. Your clinical records are hosted on secure cloud servers located in Australia.

We take reasonable steps to protect your information, however no system can be guaranteed 100% secure.

Sharing Your Information

We do not sell or trade your personal information.

Your information may only be shared when:

- You provide consent
- It is required by law
- It is necessary to protect safety or prevent harm
- It is required for secure service delivery (e.g., payment processors or email systems)

Some service providers may process limited data outside Australia. Where this occurs, we ensure appropriate safeguards are in place.

Accessing Your Information

You have the right to request access to your personal and clinical records.

- Requests are free to submit
- A reasonable fee may apply for copying or administrative preparation
- Identity verification is required before release of records

You may also request corrections to any inaccurate information.

How Long We Keep Records

We retain records in line with legal and professional requirements:

- Adults: minimum 7 years after last session
- Clients under 18: until age 25 (or 7 years after last session, whichever is longer)

After this time, records are securely destroyed or de-identified.

Data Breaches

If a data breach occurs that is likely to cause serious harm, we will:

- Take immediate steps to contain the breach
 - Notify affected individuals
 - Notify the Office of the Australian Information Commissioner (OAIC), if required
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Complaints

If you have concerns about how your information is handled, please contact us directly.

We will:

- Acknowledge your complaint
- Investigate promptly
- Respond within a reasonable timeframe (generally within 30 days)

If you are not satisfied, you may contact the OAIC:

[Office of the Australian Information Commissioner \(OAIC\)](#)

Contact Us

For The One Counselling

Attention: Joanne Gibson

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