

Stronger Self Psychotherapy and Counselling

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Privacy policy

This policy outlines the ways in which Stronger Self Psychotherapy and Counselling handles the personal information of its clients.

I take privacy seriously and am committed to complying with the Australian Privacy Principles in the Privacy Act 1988 (Cth).

Personal information

Personal information is any information about an individual that can be used to identify them directly or indirectly, such as name, address, phone number, email address, and date of birth.

Sensitive information is a type of personal information which includes details, for example, about a person's racial or ethnic origins, political or religious beliefs, sexual orientation, health or genetic information, family court orders or criminal record. The breach of sensitive information is likely to leave people open to discrimination or embarrassment.

Why we collect personal information

The sharing of personal information by a client to Stronger Self Psychotherapy and Counselling assists me to assess and support the client in processing their identified concerns. Personal information is retained to enable me to provide a relevant and informed service. Within my practice and due to my duty of care a client cannot be anonymous. A client may request to use a pseudonym, but a name as listed on ID's is required.

How we collect personal information

I collect personal information through a variety of means, including:

- the information you verbally share with me
- written communication received from you via email, SMS or letter
- any intake forms
- the guardian of those under 18 years of age
- a referral from your GP or another treating practitioner or service.

Our storage of personal information

To protect the personal information I hold from misuse or loss I store it in several ways, all of which are secure and can only be accessed by approved individuals. The method of storage varies between types of information and includes both digital versions (either on a secure server or offline) and hard copies.

I do not retain any credit card or banking details once processing the payment is finalised. I also try not to retain unnecessary information, disposing of it securely from time to time depending on the type of information it is and my legal obligations.

If I become aware of a security breach I will promptly investigate and, where appropriate, take remedial action and notify the individual affected in accordance with the Privacy Act.

Disclosure of your personal information

I will not disclose personal information about you to third parties without your consent, except when the disclosure is required by law.

It is unlikely that I will disclose any information to a recipient outside of Australia.

Accessing your personal information

You may request access to personal information I hold about you. I may ask you to specify what information you require, may ask to arrange a session to go through material with you to ensure emotional safety and may charge a fee where I provide access.

I deal with all requests for access to personal information as required by the Privacy Act. I may refuse to provide access if the Privacy Act allows me to do so.

Integrity of your personal information

I try to ensure that the personal information I collect is accurate and up to date. You may request an update or correction to personal information I hold about you and I will deal with all such requests as required by the Privacy Act.

Complaints

If you think your personal information has not been handled in line with the Privacy Act, please contact me in the first instance. I will investigate your complaint and try to promptly resolve your complaint directly with you.

If you are not satisfied with the outcome, then you may make a complaint to the Office of the Australian Information Commissioner (OAIC). For information about how to make such a complaint, please refer to the OAIC website <http://www.oaic.gov.au/>

Changes to this privacy policy

I may make changes to this privacy policy from time to time and in such cases I will notify clients by email or on my website.

Contact us

If you have any questions relating to privacy matters, please contact me by email at Jason@strongerself.com.au.