

Privacy Policy

Salt and Pepper Therapeutic Counselling Service takes the use and storage of our client's personal information seriously. We are committed to complying with the *Australian Privacy Principles in the Privacy Act 1988 (Cth)*.

Personal Information:

Personal Information is any information that can identify an individual either directly or indirectly. This includes name, address, phone number, email address and date of birth.

Sensitive information is information which provides depth and detail to personal information. This may include ethnicity, health, political, religious beliefs, sexual orientation, family court orders, or criminal record.

Why we collect personal information:

Personal information supports the therapist to better assist the client in processing identified concerns. Personal information is retained so that a relevant and informed service can be provided. Within our practice, and due to our duty of care, a client cannot be anonymous. We require a name to be listed on a client's personal ID.

How we collect personal information:

A variety of means may be used to collect your information:

- Verbally by you, the client.
- Intake form
- Via a parent/guardian, if the client is a minor.

Storage of Personal Information:

Your information is securely stored both digitally (secure server) and as hard copies. Only approved individuals can access this information.

Certain information is required to be stored for legal purposes. Non-essential information is disposed of as it becomes unnecessary.

If a security breach occurs, it will be promptly investigated. Where appropriate remedial action will be taken. Affected individuals will be notified in accordance with the Privacy Act.

Disclosure of your personal information:

Personal information will not be disclosed about you to a third party without your consent, except when disclosure is required by law.

Accessing your personal information:

You may request access to your personal information held by Salt and Pepper Therapeutic Counselling Service. A fee may be charged where applicable.

All requests for personal information will be responded to within the framework of the Privacy Act.

Integrity of your personal information:

All efforts will be taken to ensure that your personal information is up to date and accurate.

Complaints:

If you believe that your personal information has not been handled in line with the Privacy Act, please contact Salt and Pepper Therapeutic Counselling Service. Complaints will be investigated directly and promptly.

If a complaint is not resolved to your satisfaction, you may make a formal complaint to the Office of the Australian Information Commissioner (OAIC).

For information, please refer to the OAIC website <http://www.oaic.gov.au/>

Changes to this privacy policy:

Clients will be notified of any changes made to this privacy policy via email or our website.

Queries:

If you have any questions relating to privacy matters, please contact Salt and Pepper Therapeutic Counselling Service by email:

sptcs.elsja@gmail.com