

## Privacy & Confidentiality Policy

### Protection of your privacy and personal information

- My Counselling Services is bound by the Australian Privacy Principles (APP) under the Privacy Act 1988; and by the Australian Counselling Association code of ethics and practice.

### What personal information does My Counselling Services collect?

- Personal information may include: contact details; bank/credit/debit card details; and sensitive information such as medical history and information received by a referrer.
- We may collect from you, personal information of a third party as disclosed in therapy. It is your responsibility to ensure that these persons are aware of this Privacy Policy, understand it, and agree to accept it.

### How does My Counselling Services collect personal information?

- We collect information from you via the following ways: therapy sessions; phone, text or email exchanges; online forms.
- We may also obtain health information about you from your partner or family member when it is not practicable to obtain it from you. If this ever happens, we will always confirm that information with you as soon as possible.

### Why does My Counselling Services collect personal information?

- Personal information is collected in order to provide counselling to you, and for all related purposes, for example: administration, doing anything required by law, communications, professional supervision, and protecting the safety of you or any member of the public.
- My Counselling Services will not use your personal information for any other purpose without first seeking your consent or where authorised or required by law.

### Who does My Counselling Services share personal information with?

- Third parties relating to: administration/debt collection, professional supervision, legal requirements, healthcare and case management.