



THE
Positive
Growth
PROJECT

The Positive Growth Project's Privacy Policy

Last Updated: 11/01/2025

At The Positive Growth Project, we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and manage your personal information in compliance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

1. Collection of Personal Information

Types of Information Collected:

We may collect the following types of personal information:

- Name, contact details (phone number, email address, postal address).
- Date of birth and gender.
- Health information, including mental health history, relevant to counselling sessions (collected with your explicit consent).
- Payment details for service fees.
- Any other information you provide to us directly or through our website.

Purpose of Collection:

We collect your personal information to:

- Provide counselling and related services.
 - Schedule appointments and manage bookings.
 - Tailor counselling services to your needs.
 - Communicate with you about your sessions or workshops.
 - Comply with legal obligations, including mandatory reporting requirements.
-

2. How We Collect Personal Information

- Directly from you via intake forms, emails, phone calls, or during counselling sessions.
- Through our website or booking system when you interact with us online.
- From third parties with your consent (e.g., referrals from healthcare providers).

If unsolicited personal information is received, we will assess whether it is necessary for our services. If not, we will securely destroy or de-identify the information in accordance with APP guidelines.

3. Use and Disclosure of Personal Information

Your personal information will only be used for the purpose it was collected or as required by law. We may disclose your information:

- To your referring health practitioner (with your consent).
- To third-party service providers assisting us in delivering services (e.g., IT support, payment processors).
- If required by law, such as in cases of mandatory reporting or court orders.

We do not disclose your personal information to overseas entities unless explicitly required and agreed upon.

4. Data Security

We take reasonable steps to protect your personal information from misuse, interference, loss, and unauthorised access or disclosure. This includes:

- Securely storing paper records in locked cabinets.
- Encrypting electronic records.
- Limiting access to authorised personnel only.

Obsolete information is destroyed or de-identified securely.

5. Access and Correction

You have the right to:

- Access the personal information we hold about you.

- Request corrections to your personal information if it is inaccurate, incomplete, or outdated.

To request access or correction, please contact us using the details below. We will respond within a reasonable timeframe.

6. Your Rights and Choices

- You may choose to remain anonymous or use a pseudonym when interacting with us, where practicable.
 - You can opt out of receiving promotional communications at any time by contacting us.
-

7. Complaints

If you believe we have breached the Australian Privacy Principles or mishandled your personal information, you may submit a written complaint to us at the contact details below. We are committed to resolving your complaint promptly.

8. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in legal or operational requirements. The latest version will always be available on our website.

9. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or how we manage your personal information, please contact us:

The Positive Growth Project

Email: pam@thepositivegrowthproject.com

Phone: 0427 757 998

This Privacy Policy ensures compliance with the Australian Privacy Principles and ethical guidelines from relevant professional associations.