



Privacy Policy for Light Up Play Therapy

At Light Up Play Therapy, we are committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, use, disclose, and store your personal information, and your rights in relation to this information.

1. Collection of Personal Information

We collect personal information from you to provide our play therapy services effectively. The types of personal information we may collect include:

- Name, address, and contact details (phone number, email address)
- Date of birth and relevant health information
- Information regarding your child's development and behaviour
- Referral information and correspondence with other professionals

We collect this information directly from you or from third parties with your consent, such as other health professionals involved in your child's care.

2. Use of Personal Information

We use your personal information to:

- Provide play therapy services to your child
- Communicate with you regarding appointments and therapy progress
- Coordinate care with other health professionals with your consent
- Comply with legal and regulatory requirements

3. Disclosure of Personal Information

We may disclose your personal information to:

- Other health professionals involved in your child's care (with your consent)
- Medicare or private health insurers (for billing purposes)
- Regulatory bodies or law enforcement agencies as required by law

We do not disclose your personal information to overseas recipients.

4. Security and Storage of Personal Information

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Your information is stored securely in electronic and paper format, and we maintain strict confidentiality protocols.

5. Access and Correction of Personal Information

You have the right to access and correct the personal information we hold about you and your child, subject to exceptions allowed by law. If you would like to access or correct your information, please contact us using the details provided below.

6. Complaints

If you have a complaint about how we handle your personal information, please contact us using the details below. We take privacy complaints seriously and will respond to your complaint within a reasonable timeframe.

Contact Us

If you have any questions about our Privacy Policy, or if you would like to access or correct your personal information, please contact:

Light Up Play Therapy
Sarah@lightupplaytherapy.com.au
+61 404335851

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices and legal requirements. The updated Privacy Policy will be available on our website.