

PRIVACY POLICY

This Privacy Policy explains how Healing Moments (“we”, “us”, “our”), ABN 47 293 802 658, collects, holds, uses and discloses your personal information. We take your privacy seriously and are committed to protecting it. As a health service provider, we are bound by the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs), as well as the health-records legislation that applies in our state or territory. This policy sits alongside our Client Agreement and intake form, and forms part of our commitment to handling your information lawfully and respectfully.



WHAT IS PERSONAL INFORMATION?

Personal information is any information about you that can be used to identify you, directly or indirectly — for example, your name, address, phone number, email address and date of birth.

Sensitive information is a special category of personal information that includes details such as your racial or ethnic origin, religious or political beliefs, sexual orientation, and — most relevant to our work — your health information. Because the disclosure of sensitive information can leave a person open to discrimination or distress, the law gives it a higher level of protection, and we treat it with particular care.

WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect personal and health information so that we can assess your needs, provide you with safe and effective therapy, maintain accurate clinical records, communicate with you about your appointments, and meet our duty of care to you — including responding appropriately if there is a risk to your safety or the safety of others. We only collect information that is reasonably necessary for these purposes.

Because of our duty of care, clients cannot be treated anonymously. You may ask to be known by a preferred name, but we do require your name as it appears on identification.

HOW WE COLLECT YOUR PERSONAL INFORMATION

Wherever practical, we collect personal information directly from you. We may collect it through:

- the information you share with us verbally during sessions;
- your completed intake form and any other forms you provide;
- written communication you send us, such as email, SMS or letter;
- our appointment and booking arrangements;
- a referral from your GP, another treating practitioner, or a service; and
- for clients under 18, a parent or guardian.

If we ever need to collect information about you from someone else, we will only do so where it is reasonable and practicable, and where you would expect us to.

HOW WE STORE AND PROTECT YOUR INFORMATION

We take reasonable steps to protect your information from misuse, interference, loss, and unauthorised access, modification or disclosure. Records are stored securely, and access is limited to those who need it to provide or support your care. Electronic records are held in secure, password-protected storage with encryption, and any paper records are kept in a secure location.

We do not retain your credit card or banking details once a payment has been processed. We also avoid keeping information we no longer need.

We retain your clinical records for the period required by law — generally at least **seven years from our last contact with you** for adult clients, and, for clients seen as children, until the client reaches **25 years of age**. Once records are no longer required to be kept, they are securely destroyed or de-identified.

If we become aware of a data breach that is likely to result in serious harm, we will respond in line with the Notifiable Data Breaches scheme under the *Privacy Act 1988 (Cth)*, which may include notifying you and the Office of the Australian Information Commissioner (OAIC).

HOW WE USE AND DISCLOSE YOUR INFORMATION

We use your information only for the purposes for which it was collected — providing your care and running the practice — or for a directly related purpose you would reasonably expect. We will not disclose your personal information to anyone outside the practice without your consent, except where we are required or permitted to do so by law.

The limited circumstances in which we may disclose information without your consent are set out in full in our Client Agreement, and include where there is a serious risk to the life, health or safety of you or another person, where we are required to report abuse or neglect, and where we are compelled by a court order or subpoena. From time to time we may also discuss our work with a clinical supervisor for professional reflection; in those discussions your identity is de-identified, and the supervisor is also bound by confidentiality.

Where you would like us to share information with a third party in a way that is not legally required — for example, with your GP — we will ask you to complete a written consent-to-release form that sets out who the information will be shared with, what will be shared, and for how long. You may withdraw or change that consent at any time.

DISCLOSURE OUTSIDE AUSTRALIA

We store your information in Australia and it is unlikely that we will disclose your personal information to any recipient located overseas. If we use any third-party service that stores or processes information outside Australia, we will take reasonable steps to ensure it is handled consistently with the Australian Privacy Principles.

OUR WEBSITE AND ONLINE SERVICES

If you contact us through our website or use any online booking or payment service we offer, some information may be collected and handled by those service providers under their own privacy terms. Our website and domain services are provided by GoDaddy, and card payments are processed by Square. These providers may store or process information outside Australia —

including in the United States and Singapore — under their own privacy terms and contractual safeguards. Where information is handled overseas, we take reasonable steps to ensure it is protected consistently with the Australian Privacy Principles. Your clinical records are not stored with these providers; they are kept securely within our own systems in Australia. We encourage you to review the privacy terms of any third-party service you use to contact, book, or pay us.

ACCESSING AND CORRECTING YOUR INFORMATION

You have the right to ask for access to the personal information we hold about you, and to ask us to correct it if you believe it is inaccurate, out of date or incomplete. We will respond to your request as required by the Privacy Act. In some cases we may ask you to specify the information you are seeking, and there are limited circumstances in which the law allows us to decline access — if so, we will explain why and discuss alternatives with you. A reasonable fee may apply for providing access.

COMPLAINTS ABOUT PRIVACY

If you have a concern about the way we have handled your personal information, please raise it with us first so that we can look into it and try to resolve it directly with you. If you are not satisfied with our response, you may make a complaint to the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au. Concerns about other aspects of our service can be raised through the complaints pathways set out in our Client Agreement.

CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our practice or our legal obligations. The current version is always available on our website or on request, and we will note the date it was last updated below.

CONTACT US

If you have any questions about this policy or about how your information is handled, please contact us at <https://healingmoments.com.au/contact>.

Healing Moments ABN 47 293 802 658

Last updated: 26/6/2026 · Next review: 26/6/2027