

## Privacy Policy

**Practice Name:** Transformation Tree

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### Our Commitment to Your Privacy

Transformation Tree is committed to protecting the privacy, confidentiality, and security of your personal information in accordance with:

- The **Privacy Act 1988 (Cth)**
- The **Australian Privacy Principles (APPs)**
- Ethical obligations of the **Australian Counselling Association (ACA)** and **PACFA**

This policy explains how your personal information is collected, used, stored, and disclosed.

### What Information We Collect

Personal information collected may include:

- Identifying information (name, date of birth, contact details)
- Health and wellbeing information relevant to counselling services
- Intake forms, session notes, and correspondence
- Appointment and payment information
- Information provided via contact forms, email, or the online booking system

Sensitive information is collected **only where necessary** to provide counselling or related professional services.

### How Information Is Collected

Information is collected through:

- Client intake and consent forms
- Online booking systems and payment systems (e.g. Galaxy, Square)
- Contact forms on this website
- Email, phone, or SMS communication
- Counselling sessions (in-person or via telehealth)

### Use of Personal Information

Your personal information is used for the purpose of:

- Providing counselling, psychotherapy, supervision, or related services
- Managing appointments, billing, and professional records
- Communicating with you about your care

- Meeting legal, ethical, and professional obligations

Your information is **not used for marketing** without your explicit consent.

### **Disclosure of Information**

Your personal information will not be disclosed to third parties without your consent, except where:

- Disclosure is required or authorised by law
- There is a serious and imminent risk to your safety or the safety of others
- Disclosure is necessary to prevent or lessen a serious threat
- Records are subpoenaed or required by a court or statutory authority

Where possible and appropriate, disclosures will be discussed with you in advance.

### **Third-Party Services**

Transformation Tree uses third-party platforms to support service delivery, including but not limited to:

- **Halaxy** (online bookings and practice management)
- **Square** (payments through card services, both online and in person)
- **Google reCAPTCHA** (website security)
- **Heidi AI** (in session note scribe, no audio retained)
- Secure email and cloud-based systems

These providers may store data on servers located outside Australia and are subject to their own privacy policies. Reasonable steps are taken to ensure these services comply with applicable privacy standards.

### **Storage and Security of Information**

Client records are stored securely using password-protected digital systems and/or locked physical storage.

Access is restricted to authorised personnel only. Reasonable steps are taken to protect information from misuse, loss, unauthorised access, or disclosure.

### **Access and Correction**

You may request access to, or correction of, your personal information by contacting the practice.

Requests will be responded to within a reasonable timeframe, unless access is restricted by law or professional obligations.

### **Retention of Records**

Client records are retained for the period required under Australian law and professional guidelines. After this period, records are securely destroyed or de-identified.

## **Complaints**

If you have concerns about how your personal information has been handled, you are encouraged to discuss this with your counsellor in the first instance.

If concerns remain unresolved, you may lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)**.

## **Updates to This Policy**

This Privacy Policy may be updated from time to time. The most current version will be available on the Transformation Tree website.

**Last updated:** 3 January 2026