

Privacy Policy
Transformation Tree Counselling & Therapy Centre
Kaatheryn Tempest

Last updated: December 2025

1. Purpose and Scope

Transformation Tree Counselling & Therapy Centre (“the Practice”), operated by Kaatheryn Tempest (“we”, “us”, “our”), is committed to protecting privacy and handling personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the ethical standards of the Australian Counselling Association (ACA) and the Psychotherapy and Counselling Federation of Australia (PACFA).

This Privacy Policy applies to personal information collected through the Practice website: <https://transformationtree.com.au>. Separate Client Consent, Confidentiality, and Privacy Agreements apply to counselling and therapy services.

2. Personal Information We Collect

Website and Administrative Information

We may collect personal information including name, email address, phone number, information submitted via website enquiry or contact forms, and limited technical data such as IP address and browser type.

Health Information

Sensitive health information is not intentionally collected via the website. Health and clinical information is collected only through formal intake, consent, and therapeutic documentation processes, in accordance with legal and ethical obligations.

3. Purpose of Collection

Personal information is collected only where reasonably necessary to respond to enquiries, manage appointments and communication, provide requested services or information, maintain accurate administrative records, and meet legal, ethical, and professional obligations. Personal information is not used for unsolicited marketing or third-party promotional purposes.

4. Online Booking, Payments, and Third-Party Platforms

The Practice uses reputable third-party service providers to support operations, which may include online booking systems, practice management software, payment processors, website hosting and email services, and telehealth platforms. These providers may collect and store personal information on secure servers, including servers located outside Australia.

Practice Management and Payment Systems

The Practice uses Galaxy, a third-party practice management and online booking system, to manage appointments, client administration, and related practice operations. Payments may be processed through Square, which is integrated with Galaxy. Personal information required for booking and payment processing may be collected and stored by these platforms in accordance with their respective privacy policies. The Practice does not store full payment card details and does not control how third-party platforms manage data beyond the scope of their services. Users are encouraged to review the privacy policies of Galaxy and Square independently.

5. Storage and Security of Information

Reasonable steps are taken to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. Safeguards include secure systems, access controls, and the use of reputable digital platforms. Access to personal information is limited to authorised persons only.

6. Cookies and Website Analytics

The website may use cookies and basic analytics tools to monitor website traffic and improve functionality.

Cookies do not provide access to your device or personal files. Analytics data is aggregated and not used to identify individuals. Cookies can be disabled via browser settings if preferred.

7. Disclosure of Personal Information

Personal information is not sold, rented, or traded. Disclosure may occur only with consent, where required or authorised by law, or to service providers engaged to support business operations under confidentiality obligations.

8. Access and Correction

You may request access to, or correction of, personal information held by the Practice by contacting us directly. Requests will be responded to within a reasonable timeframe, subject to legal and ethical considerations.

9. Data Retention

Personal information is retained only for as long as required to fulfil the purpose for which it was collected and to meet legal, ethical, and professional record-keeping obligations. Clinical records are retained in accordance with applicable legislation and professional standards.

10. External Links

The website may contain links to external websites. The Practice is not responsible for the privacy practices of those websites. Users are encouraged to review external privacy policies independently.

11. Changes to This Policy

This Privacy Policy may be updated from time to time. The most current version will be published on the Practice website.

12. Contact

Kaatheryn Tempest

Transformation Tree Counselling & Therapy Centre

<https://transformationtree.com.au>

13. Professional Clarification

This Privacy Policy governs website and administrative information only. Clinical confidentiality, consent, and information-sharing are governed by separate client agreements provided prior to the commencement of counselling or therapy services.