

Blueberry Lane Therapies

Privacy Policy

Effective date: December 2023

Last updated: 31 August 2026

Review date: 31 July 2027

1. Our commitment to your privacy

Blueberry Lane Therapies is committed to protecting the privacy, confidentiality and security of your personal information.

This Privacy Policy explains how Blueberry Lane Therapies collects, uses, stores and discloses personal information when providing counselling services, including face-to-face and telehealth counselling, and when you interact with the Blueberry Lane Therapies website.

Blueberry Lane Therapies handles personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**, where applicable. Health information collected in providing counselling services is sensitive information and is subject to additional privacy protections.

This Privacy Policy should be read together with information provided to you about counselling, informed consent, confidentiality and telehealth services.

2. What is personal information?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

In providing counselling services, Blueberry Lane Therapies may collect **health information**, which is a type of sensitive information under the Privacy Act. This may include information about your physical or psychological health, medical history, wellbeing, circumstances and the counselling services provided to you.

3. What information do we collect?

The information collected will depend on your relationship with Blueberry Lane Therapies and the services you access.

Information may include:

- your name and preferred name;
- date of birth;
- residential and postal address;
- telephone number and email address;
- emergency contact details;
- relevant health and medical information;
- information about your psychological wellbeing and circumstances;

- information disclosed during counselling sessions;
- counselling assessments and session notes;
- information provided by another health professional or support person, where authorised or permitted;
- Medicare or private health fund details, where applicable;
- payment and invoicing information;
- information required for administrative purposes; and
- information provided when you contact or communicate with Blueberry Lane Therapies.

We generally collect information directly from you, including when you make an enquiry, complete an intake or consent form, book an appointment, communicate with Lisa Bell, or participate in counselling.

Where reasonably necessary and permitted, information may also be collected from another person or organisation involved in your care.

4. Website information and cookies

When you visit the Blueberry Lane Therapies website, certain information may be collected automatically through cookies or similar technologies.

This may include information about how you use the website, such as pages visited, browser type, device information and general website usage.

Cookies and similar technologies may be used to help the website function effectively, improve your experience and understand general website usage. Where possible, this information is used in a way that does not directly identify you.

Where third-party website services, booking systems, payment providers, analytics tools or other technology providers are used, those providers may collect or process information in accordance with their own privacy policies and applicable law.

5. Why do we collect your information?

Blueberry Lane Therapies collects and holds personal information where reasonably necessary to:

- provide counselling and related services;
- understand your circumstances and provide appropriate care;
- maintain accurate counselling and administrative records;
- communicate with you about appointments and services;
- arrange, confirm, reschedule or cancel appointments;
- process payments and, where applicable, Medicare or private health fund claims;
- communicate with other health professionals or support services where you have provided appropriate consent;
- meet legal, ethical, professional and insurance obligations;
- participate in clinical supervision and professional consultation using de-identified information wherever practicable;
- respond to enquiries, complaints or requests;
- maintain and improve the services provided; and
- manage the operation and security of the website and practice.

We will only collect information that is reasonably necessary for these purposes or otherwise permitted or required by law.

6. Use and disclosure of your information

Your personal information will generally only be used or disclosed for the purpose for which it was collected, a related purpose you would reasonably expect, where you have consented, or where otherwise permitted or required by law.

Blueberry Lane Therapies does not sell your personal information.

Your information may be disclosed, where appropriate and lawful, to:

- health professionals or other services involved in your care, with your consent;
- payment, Medicare or private health fund providers where required to process a claim;
- technology, booking, payment, accounting or other service providers who assist Blueberry Lane Therapies to operate the practice;
- professional indemnity insurers or legal advisers where reasonably required;
- a clinical supervisor for professional supervision, using de-identified information wherever practicable; and
- government agencies, courts or other authorities where disclosure is required or authorised by law.

Where information is provided to a service provider, Blueberry Lane Therapies will take reasonable steps to ensure that personal information is handled appropriately and securely.

7. Confidentiality

Confidentiality is an important part of the counselling relationship. Information shared during counselling will generally be treated as confidential and handled in accordance with applicable privacy legislation and professional ethical requirements.

However, confidentiality has limits. There are circumstances where information may need to be disclosed without your consent.

These may include where:

- there is a serious and imminent risk of harm to you or another person;
- disclosure is required or authorised by law;
- a court or tribunal requires disclosure, such as through a subpoena or court order;
- there is a reasonable suspicion of child abuse or neglect where reporting or disclosure obligations apply; or
- disclosure is otherwise permitted or required under applicable legislation.

Where reasonably practicable and legally permitted, Lisa Bell will discuss a proposed disclosure with you before information is released.

8. Clinical supervision

Regular clinical supervision forms part of professional best practice.

Lisa Bell may discuss aspects of counselling work with a clinical supervisor for the purpose of professional supervision, reflection, risk management and maintaining the quality and safety of services.

Where possible, case information will be **de-identified**, and identifying information will not be disclosed unnecessarily.

The use of de-identified case material for professional supervision does not mean that your identity will be disclosed.

9. Counselling records and session notes

Blueberry Lane Therapies maintains appropriate records of counselling services provided.

These may include session notes, assessment information, correspondence, relevant documentation and other information necessary to provide safe and appropriate care.

Records are stored securely and managed in accordance with applicable legislation, professional requirements and insurance obligations.

Records will be retained for the period required by applicable legislation and professional or insurance requirements and will be securely destroyed or de-identified when they are no longer required.

10. Storage and security

Blueberry Lane Therapies takes reasonable steps to protect personal information from:

- misuse;
- interference;
- loss;
- unauthorised access;
- unauthorised modification; and
- unauthorised disclosure.

Personal information may be held electronically and/or in physical records.

Reasonable security measures are used to protect information, taking into account the nature and sensitivity of the information held.

11. Accessing and correcting your information

You generally have the right to request access to personal information Blueberry Lane Therapies holds about you.

You may also request that information be corrected if you believe it is inaccurate, incomplete, out of date or misleading.

Requests should be made directly to Lisa Bell using the contact details provided below.

In some circumstances, access may be refused or limited where permitted or required by law. If this occurs, you will generally be provided with an explanation.

12. Telehealth and privacy

Blueberry Lane Therapies provides telehealth counselling to clients located in **Australia and New Zealand**.

For telehealth sessions, you are asked to:

- participate from a private and quiet location;
- ensure that you cannot be overheard or interrupted;
- use headphones where possible to enhance privacy; and
- take reasonable steps to protect the privacy of the session.

You are responsible for ensuring that your device and internet connection are suitable for telehealth.

If technical difficulties occur on your end, session time will not ordinarily be extended. Please contact Lisa Bell as soon as reasonably possible if you experience connection difficulties.

13. Recording of counselling sessions

Counselling sessions must **not be audio or video recorded by a client without the prior written consent of Lisa Bell**.

Unauthorised recording may compromise the privacy of both the client and counsellor and may be considered a breach of the therapeutic agreement.

If you would like to record a session for a specific purpose, please discuss this with Lisa before the session.

14. Location when using telehealth

Telehealth services are provided to clients located in Australia and New Zealand.

Please advise Lisa Bell if you intend to participate in a session while travelling interstate or overseas.

The location from which you participate in a telehealth session may affect the legal, professional, privacy or practical requirements applicable to the provision of counselling services.

15. Overseas disclosure and service providers

Blueberry Lane Therapies may use technology, booking, payment, communication, storage or other service providers that operate or store information outside Australia.

Where personal information is disclosed to an overseas recipient, Blueberry Lane Therapies will take reasonable steps to manage that information in accordance with applicable privacy obligations.

The privacy practices of third-party providers may also be governed by their own privacy policies and applicable laws.

Where appropriate, you may be informed when the use of a particular service is likely to involve an overseas disclosure.

16. Direct marketing

Blueberry Lane Therapies may occasionally send information about services, workshops, groups or other relevant offerings where permitted by law.

Where direct marketing is used, communications will include a straightforward way to opt out of receiving further marketing communications.

Health information will not be used for direct marketing purposes merely because it has been collected in the course of providing counselling.

17. Professional boundaries and contact between sessions

The relationship between client and counsellor is a professional therapeutic relationship.

Lisa Bell maintains appropriate professional boundaries in accordance with applicable ethical requirements.

Lisa is available by phone or email during business hours for **administrative matters**, such as appointments, bookings and rescheduling.

Phone and email are not monitored or provided as a substitute for counselling or crisis support between sessions.

If you require immediate assistance or are experiencing a crisis, please contact an appropriate emergency or crisis service.

In Australia:

Lifeline: 13 11 14

Beyond Blue: 1300 22 4636

Emergency: 000

18. Gifts

Gestures of appreciation are always appreciated; however, Lisa Bell is unable to accept gifts of significant value.

This supports appropriate professional boundaries and is consistent with professional ethical expectations.

19. Data breaches

If Blueberry Lane Therapies becomes aware of a data breach involving personal information, appropriate steps will be taken to contain, assess and respond to the breach.

Where required under the **Notifiable Data Breaches scheme**, affected individuals and the Office of the Australian Information Commissioner will be notified.

20. Complaints about privacy

If you have concerns or a complaint about the way Blueberry Lane Therapies has collected, used, stored or disclosed your personal information, please contact Lisa Bell in the first instance.

All privacy complaints will be taken seriously and considered carefully.

Lisa may seek further information from you to clarify your concerns and will work with you to resolve the matter where possible.

Contact

Lisa Bell
Blueberry Lane Therapies

Email: info@blueberrylanetherapies.com.au

Website: www.blueberrylanetherapies.com.au

If you are not satisfied with the response to your privacy complaint, or if the matter cannot be resolved directly with Blueberry Lane Therapies, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

21. Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes to legislation, professional requirements, technology or the way Blueberry Lane Therapies operates.

The current version will be made available on the Blueberry Lane Therapies website.