



Privacy Policy

Purpose

‘Lev & Hope: Sydney Christian Counselling’ (“Lev & Hope”) takes the protection of your privacy very seriously. This Privacy Policy sets out how we deal with your personal information. ‘Lev & Hope is bound by the **Health Records and Information Privacy Act 2002 (NSW)** and the **Australian Privacy Principles under the Privacy Act 1988 (Commonwealth)**. By using the Lev & Hope website, or by providing any personal information to Lev & Hope, you consent to the collection, use and disclosure of your personal information as set out in this Privacy Policy.

What Personal Information does Lev & Hope collect?

In order for us to provide an accurate assessment and tailor a care plan that is most beneficial for you, we need to collect certain personal information about you which may include your full name, contact details, family history, medical history, education history, and employment status.

From time to time, you may provide us, and we may collect from you, personal information of a third party. Where you provide the personal information of a third party, it is your responsibility to ensure that these persons are aware of this Privacy Policy, understand it, and agree to accept it. You do not have to provide us with any personal information, however, if you do not do so, we may not be able to provide you with the services or benefits you have requested.

How does Lev & Hope collect Personal Information?

Lev & Hope collects your personal information in the following ways:

- During counselling conversations with you, over the phone, email and face to face
- Through your use of the website ‘SydneyChristianCounselling.org’
- From referring professionals such as pastors or other persons/entities that have referred you
- When you complete our forms

Why does Lev & Hope collect, use and disclose personal information?

Lev & Hope will use the personal information it collects for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. Lev & Hope will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law. Lev & Hope collects, uses and discloses personal information about you to supply counselling services to you, or for related purposes, for example:

- Billing for your use of our services.
- Updating our records and keeping your contact details up to date.
- Informing you about problems with our services.
- Reviewing and improving our services.
- When required to do by law or on the direction of a relevant authority, including to assist in connection with legal proceedings.
- Protecting the safety of you or any member of the public, for example, to avoid an imminent threat to a person's life.

We may also disclose your personal information to third parties who work with us in our business including, without limitation, any of our suppliers and business partners, agents, consultants, professional advisers to help provide, promote or improve the services we provide, or where authorised or required to do so by law.

Keeping records secure

Lev & Hope will take all reasonable steps to ensure your information is protected from misuse and loss and from unauthorised access, modification or disclosure. We will hold your personal information across both electronic and hard copy form and information is destroyed or de-identified when no longer needed and when the legislative period relevant to medical records has expired.

How can you access and correct your personal information?

You may request access to any of your personal information at any time. Where we hold information about you that you are entitled to access, we will provide you with suitable means of accessing it (e.g. by print or email).

There may be instances where we cannot grant you access to some of the information we hold. For example, we may need to refuse access if granting *access would interfere with the privacy of others*. If that is the case, we will provide you with a written explanation of those reasons.

If you believe that the information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it. We will consider if the information requires amendment and amend it if we conclude that it requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the information stating that you disagree with it.

Pastoral Connection Concessions (PCC rate) framework

A Pastoral Connection Concession ("PCC") is available for individuals seeking counselling services within a Christian framework and in collaboration with a trusted Christian pastor, mentor/friend, or small group leader ("Trusted Person"). Your growth and spiritual strength flourishes in a healthy church community. Sharing part of your journey with a Trusted Person also strengthens the depth of fellowship within your main congregation.

If you have opted for the PCC rate, your progress will be shared in the following ways:

1. After the second session, 1-2 prayer points and 1-2 progress points of your choosing will be shared with your nominated Trusted Person.
2. Updates will be shared only via email with a copy sent to your preferred email address.
3. Any reflections or insights provided by your Trusted Person will be openly shared with you as they form an essential part of your growth and progress.

You may opt out of the PCC at any time. This will result in a return to the standard rates as displayed on the website, and progress updates to your Trusted Person will be discontinued.

Communication & Technology

Communication via email or text is welcomed but not fully secure. Please limit personal, sensitive information in such formats.

No personal or health information is disclosed to parties outside of Australia, except in circumstances where you request consent to its release.

Website and Online Sessions: If you use our website or online booking, we may collect limited data through cookies or analytics tools. If you participate in online counselling, sessions are conducted through secure, encrypted platforms.

Changes to the Privacy Policy

The Privacy Policy is reviewed annually but may also be updated periodically as needed. Any revised versions of this Privacy Policy will be notified via updates on the website.

Lev & Hope Sydney Christian Counselling™

ABN: 90 726 156 951

Address: 7-9 Manson Street, Telopea 2117 NSW

Contact: jo@sydneychristiancounselling.org