

Privacy Policy

How personal and health information is managed

TRADING NAME	Counselling with Jicinta Elliott
LEGAL ENTITY	Counselling For Her Pty Ltd ABN 11 677 421 046
PRIVACY CONTACT	hello@jicintaelliott.com 0450 066 431
LAST UPDATED	18 August 2026

Counselling with Jicinta Elliott provides a health service and handles sensitive health information. The Practice is therefore covered by the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

1. About this policy

Counselling with Jicinta Elliott is a trading name of Counselling For Her Pty Ltd. This Privacy Policy explains how the Practice collects, holds, uses and discloses personal information, including health information, and how you can request access, seek correction or make a privacy complaint.

This policy applies to clients, prospective clients, parents and guardians, relationship or family counselling participants, referrers, funded-service contacts, website visitors and other people who communicate with the Practice.

2. The information collected

Depending on your relationship with the Practice, information collected may include:

- identity and contact details, such as your name, preferred name, date of birth, address, telephone number and email address;
- appointment details, attendance history, correspondence and communication preferences;
- emergency contacts and details of a parent, guardian, nominee, representative or support person;
- health and sensitive information relevant to counselling, including mental and physical health, medications, diagnoses, disability, relationships, sexuality, family circumstances, cultural background, risks, goals and support needs;
- intake forms, consent records, clinical notes, assessments, plans, reports, referrals and other counselling records;
- information about other people that is relevant to individual, relationship or family counselling;
- GP, healthcare provider, referrer or other professional contact details;
- payment, invoice, private health insurance and funding information;
- for funded services, information such as an NDIS number, plan dates, goals, funding arrangements, nominee or plan-management details;
- complaints, feedback and requests for access or correction; and
- website and technical information, which may include an IP address, device or browser information, pages visited, cookies and similar analytics data.

The Practice aims to collect only information that is reasonably necessary for its functions or required by law. Sensitive information is generally collected with your consent unless an exception under the Privacy Act applies.

3. How information is collected

Information may be collected:

- directly from you through online bookings, intake and consent forms, counselling sessions, email, telephone, SMS or other correspondence;
- from a parent, guardian, nominee, authorised representative or another participant in counselling;
- from a GP, healthcare provider, referrer, insurer, employer, NDIS contact or funding organisation, with consent or where otherwise permitted by law;
- through the Practice's booking, record, payment, telehealth and communication systems; and
- automatically when you use the website, through cookies, logs or analytics tools.

Where reasonable and practicable, information will be collected directly from you. If information is received from another source, reasonable steps will be taken to ensure you are aware of the collection where required.

4. Why information is collected and used

Personal information may be collected, held and used to:

- assess whether counselling is suitable and provide counselling services;
- understand your circumstances, goals, preferences and safety needs;
- manage enquiries, appointments, reminders, cancellations and follow-up;
- maintain appropriate clinical and administrative records;
- communicate with you and, where authorised, with representatives, referrers or other providers;
- process payments, invoices, rebates and third-party funding;
- prepare reports or correspondence that you request or authorise;
- meet legal, insurance, professional, safeguarding and record-keeping obligations;
- obtain confidential clinical supervision or professional consultation;
- respond to complaints, privacy requests, incidents or legal processes; and

5. Consent and what happens if information is not provided

You may choose not to provide requested information. However, if information is reasonably necessary to provide counselling safely, manage payment or meet legal and professional obligations, the Practice may be unable to offer or continue the service.

You may browse the public website without identifying yourself, although limited technical data may still be collected. It is generally not practicable to provide an ongoing clinical service anonymously because identity, contact, safety, billing and record-keeping information may be required.

6. When information may be disclosed

The Practice does not sell identifiable client information. Information may be disclosed:

- to you or to a person you have authorised;
- to a GP, healthcare provider, referrer, school, support coordinator or other service with your consent;
- to a parent, guardian, nominee or authorised representative, taking account of the client's age, capacity, privacy and safety;
- to a third-party funder for the minimum administration, attendance, invoicing or reporting information required under the funding arrangement;
- to confidential clinical supervisors or professional consultants, using de-identified or minimum necessary information where practicable;
- to service providers supporting bookings, clinical records, telehealth, communications, payments, accounting, IT security, legal advice or insurance;
- where required or authorised by Australian law, or under a valid court or tribunal order;
- where reasonably believed necessary to lessen or prevent a serious threat to a person's life, health or safety, or to public health or safety, and disclosure is permitted by law;
- where child-safety or other safeguarding concerns arise and disclosure is required or authorised by law; or
- as otherwise permitted by the Privacy Act.

The minimum information reasonably necessary will be disclosed. Therapeutic content is not ordinarily provided to funders, employers or other third parties without consent unless disclosure is required or authorised by law.

7. Relationship and family counselling

Relationship and family counselling can involve information about more than one person. Information shared in a joint session is known to the people attending and cannot be treated as confidential from them. The way joint records, individual contact and any separate sessions are handled will be discussed as part of informed consent.

A request for access to a joint or relationship record will be assessed carefully because the record may also contain another person's information. Access may be limited or provided in another form where this is permitted by law and reasonably necessary to protect another person's privacy or safety.

8. Information about clients under 18

For a client under 18, the Practice may collect information from the young person, a parent or guardian, and relevant services. The young person's maturity, capacity, privacy, safety and legal arrangements will be considered when deciding who may consent, receive information or access records. Relevant parenting, guardianship or court orders may be requested.

9. Storage and security

Records are primarily held electronically using password-protected systems with access controls. Reasonable administrative, physical and technical safeguards are used to protect information from misuse, interference, loss, unauthorised access, modification or disclosure.

The Practice currently uses Halaxy for functions that may include bookings, intake forms, clinical records, reminders, telehealth, invoicing and payments. Halaxy states that its primary data storage for Australian users is located in Australia. Access may also be provided to other carefully selected service providers where needed to operate the Practice.

No method of electronic communication or storage is completely secure. Email and SMS should generally be used for administration rather than urgent or highly sensitive clinical information. If you believe information has been sent to the wrong person or your privacy may have been affected, contact the Practice promptly.

10. Overseas processing and disclosure

Some technology providers or their subprocessors may process or receive limited personal information outside Australia. Depending on the service or optional integration used, likely locations may include the United States, United Kingdom, European Union and New Zealand. Halaxy's current privacy information identifies overseas providers involved in communications, payments, analytics, monitoring and optional integrations.

Where the Practice discloses personal information to an overseas recipient, it will take reasonable steps required by Australian Privacy Principle 8 unless an exception applies. Provider locations and arrangements may change, and this policy will be updated where practicable.

11. Retention and secure disposal

Personal and health information is retained for as long as reasonably required to provide services and meet legal, insurance, professional, funding and business obligations. Retention periods may differ depending on the client's age, the type of record and the circumstances of the service.

When information is no longer required and there is no legal or professional reason to retain it, reasonable steps will be taken to securely destroy or de-identify it. Backup copies may remain for a limited period until they are securely overwritten or deleted through normal system processes.

12. Accessing or correcting your information

You may request access to personal information held about you or ask for it to be corrected by emailing **hello@jicintaelliott.com**. Identity and authority will need to be verified before information is released. The Practice will respond within a reasonable period and generally aims to respond within 30 days.

Access may be refused or limited where permitted by law, including where access would unreasonably affect another person's privacy, create a serious threat to health or safety, or relate to anticipated or existing legal proceedings. If access or correction is refused, written reasons and available complaint options will be provided where required.

If information cannot be corrected in the way requested, you may ask for a statement of the requested correction to be associated with the record where the law provides for this.

13. Data breaches

Suspected privacy or security incidents will be assessed and managed promptly. If an eligible data breach is likely to cause serious harm, the Practice will notify affected individuals and the Office of the Australian Information Commissioner as required under the Notifiable Data Breaches scheme.

14. Website cookies, analytics and third-party links

The website may use cookies, logs or analytics tools to support functionality, understand website use and improve content. You may be able to disable cookies through your browser, although some website functions may not operate as intended.

The website may link to third-party websites or services. The Practice does not control their privacy practices and encourages you to read the privacy policy of any external service you use. Online booking or other embedded services may also have their own privacy terms.

15. Direct marketing

The Practice may send service information or, where permitted, occasional updates that may be relevant to you. You can opt out of marketing messages at any time by using an unsubscribe function or contacting the Practice. Appointment reminders, account notices and other essential service communications are not marketing.

16. Privacy enquiries and complaints

Questions, access or correction requests, and privacy complaints can be directed to **Jicinta Elliott** at **hello@jicintaelliott.com** or **0450 066 431**. Please describe the issue and the outcome you are seeking. The Practice will acknowledge the complaint and aims to provide a response within 30 days.

If you are not satisfied with the response, or the Practice has not responded within 30 days, you may contact the [Office of the Australian Information Commissioner](#). A concern about the provision of a health service in Queensland may also be directed to the [Office of the Health Ombudsman](#).

17. Changes to this policy

This policy may be updated when services, technology, professional requirements or laws change. The current version will be published on the website with its update date.

18. Contact

Counselling with Jicinta Elliott

A trading name of Counselling For Her Pty Ltd

ABN 11 677 421 046

Email: hello@jicintaelliott.com

Telephone: 0450 066 431

Website: www.jicintaelliott.com.au