



## **Andrea Walmsley Counselling – Privacy Policy**

Effective Date: 1 May 2025

**Andrea Walmsley Counselling is committed to protecting your privacy and handling personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs). This policy outlines how your information is collected, used, disclosed, and stored**

### ***What Information We Collect:***

- Personal and contact details (e.g., name, phone, email)
- Sensitive health-related information as provided by you
- Appointment, billing, and administrative information

### ***How Information is Collected:***

- Directly from you during consultations or via our intake forms
- Through our practice management software (Cliniko)
- Administrative contacts via email (Outlook), hosted by GoDaddy

### ***How Your Information is Used:***

- To provide counselling services and manage appointments
- To communicate with you about your care and send reminders
- For internal administration, accounting, and legal compliance

### ***Access and Sharing:***

- Only staff with authorised Cliniko access levels may view relevant parts of your record (e.g., receptionist, practice manager, bookkeeper)
- Information may be shared with other healthcare providers with your informed consent or when required by law
- We do not sell or share your personal information for marketing purposes

***Storage and Security:***

- Your records are securely stored using Cliniko's encrypted platform
- Emails are hosted securely via GoDaddy
- We take reasonable steps to protect your information from misuse, interference, and loss

***Your Rights:***

- You may access your personal information by written request
- You may ask to correct or update your records at any time
- Complaints can be directed to: [andrea@andreawalmsleycounselling.com.au](mailto:andrea@andreawalmsleycounselling.com.au)

For more information, please visit: [www.andreawalmsleycounselling.com.au](http://www.andreawalmsleycounselling.com.au)