



U Flourish Counselling and Consulting is committed to protecting the privacy of an individual's personal information. This policy explains how we protect your personal information, your rights in relation to it, and how we collect, use, and disclose it.

We comply with the Privacy Act 1988 (Cth) and the thirteen Australian Privacy Principles (APPs).

We have policies and procedures to ensure that:

- personal information is managed in an open and transparent way
- the privacy of participants' and staff members' personal information is protected
- information is collected and handled fairly
- information is used and disclosed only for legally permitted purposes
- access to and correction of personal information is regulated
- confidentiality is maintained through appropriate storage and security.

### **The kinds of information we collect**

We collect personal information to provide care and services. This may include:

- name, address, phone number, and email address
- date of birth and gender
- advocate or emergency contact details
- health information
- diversity status (e.g., ethnicity, lifestyle preferences).

### **How we collect personal information**

We may collect information from:

- you directly
- your family, advocate, or significant others
- your doctor or other service providers.

We will collect directly from you unless:

- you consent for us to collect it elsewhere
- required or authorised by law
- it is unreasonable or impractical to do so.

Consent may be withdrawn at any time, though this may affect our ability to provide services.

### **Purpose of collection**

We collect personal information to provide care and services, including:

- delivering support services
- enabling other service providers and medical practitioners to support your care.

### **Disclosure of personal information**

We may disclose information to:

- service providers, medical practitioners, hospitals, ambulance services, the NDIS, and other government agencies
- a nominated advocate (e.g., family member, spouse, guardian, or emergency contact over 18).

We will not use or disclose your information for other purposes unless:

- you consent
- it relates to your care and would be reasonably expected
- it is necessary to prevent a serious threat to life, health, or safety
- required or authorised by law.

We do not disclose personal information overseas.

### **Security**

We take all reasonable steps to protect information against misuse, loss, unauthorised access, modification, or disclosure. Information is stored securely in hard copy and electronic forms, including secure, cloud-based systems accessible only to authorised staff.

### **Access and correction**

Under the Privacy Act, you have a right to access your personal information. Proof of identity is required, and access will be provided within seven (7) days where reasonable.

## **Employee and volunteer information**

Employee records are managed in line with workplace laws. Volunteer information is managed in accordance with the Privacy Act.

## **Data breaches**

If your personal information is lost, stolen, or accessed without authorisation, we will act in accordance with our Data Breach Policy and Procedure.

## **Privacy complaints**

Complaints can be made through our complaints process. All complaints will:

- be treated seriously and promptly
- remain confidential
- not affect your care or our relationship with you.

You will be informed of the outcome after investigation.