

1. Purpose

Haven Therapy Co is committed to protecting the privacy and confidentiality of all clients. This policy outlines how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Our goal is to create a safe, respectful, and secure environment where clients can access counselling services with confidence that their personal information is handled appropriately and confidentially.

2. Scope

This policy applies to all staff, contractors, students, and authorised service providers engaged with Haven Therapy Co, as well as all counselling services provided in person, online, or via telehealth.

3. Information We Collect

We only collect information that is reasonably necessary to provide effective counselling and support services. This may include:

- Personal details (name, address, date of birth, contact information)
- Emergency contact information
- Health and mental health history
- Current concerns or presenting issues
- Session notes, assessments, and treatment plans
- NDIS participant information, where applicable
- Payment and billing details
- Correspondence and communication records

4. How Information is Collected

Information may be collected in the following ways:

- During intake and assessment sessions
- Through ongoing counselling sessions
- Via secure online forms, email, or telehealth platforms
- Through client communications
- From third parties such as doctors, support coordinators, or other healthcare providers, with your consent where required

5. AI-Assisted Clinical Documentation

Haven Therapy Co may use AI-assisted clinical documentation tools, including Heidi Health, to support accurate and efficient clinical note-taking.

These tools may assist with transcribing counselling sessions and generating draft clinical documentation. All AI-generated documentation is reviewed, edited, and approved by your treating practitioner before being added to your clinical record.

AI-assisted tools are used solely to support documentation processes and do not make clinical decisions or provide therapeutic advice.

Session audio processed through Heidi Health is not retained after transcription is completed. Generated transcripts and documentation may be securely stored for a limited period in accordance with Heidi Health's retention policies.

Heidi Health states that Australian customer data is managed in accordance with applicable Australian privacy laws. In some circumstances, information may be processed using secure infrastructure located outside Australia.

Clients may choose not to consent to the use of AI-assisted documentation at any time without impacting their access to counselling services.

Further information is available in our Consent for AI-Assisted Clinical Documentation form.

6. Storage and Security

Haven Therapy Co uses reasonable technical and organisational safeguards to protect client information from unauthorised access, misuse, interference, loss, modification, or disclosure.

This includes:

- Password-protected electronic systems
- Encrypted telehealth and communication platforms
- Secure practice management software
- Restricted access to client records
- Secure cloud-based storage systems where applicable

Paper records are only used where necessary and are stored securely in locked storage.

While reasonable steps are taken to protect personal information, no electronic system can be guaranteed to be completely secure or free from risk.

Client records are retained in accordance with legal and professional obligations, generally for seven years after the last date of service, or until a child client reaches 25 years of age, whichever is later.

7. Confidentiality

All information shared during counselling sessions is treated confidentially and will not be disclosed without your consent except where disclosure is required or authorised by law, ethical obligations, or duty of care responsibilities.

This may include circumstances where:

- There is a serious risk of harm to you or another person
- A child or vulnerable person is at risk of harm or neglect
- Disclosure is required under mandatory reporting obligations
- Information is required by subpoena, court order, or other legal process
- Disclosure is otherwise authorised or required by law

Where appropriate and practical, we will discuss the need to disclose information with you before doing so.

8. Your Rights

As a client of Haven Therapy Co, you have the right to:

- Access your personal information and request a copy of your records
- Request corrections to inaccurate, incomplete, or outdated information
- Withdraw consent for information sharing or AI-assisted documentation at any time (except where disclosure is required by law)
- Ask questions about how your information is collected, stored, or handled
- Make a complaint regarding privacy concerns

Requests should be made in writing to admin@haventherapyco.com.au

9. Sharing Information with Third Parties

We will only share your information with third parties, including doctors, support coordinators, allied health professionals, or other service providers, where:

- You have provided consent, or
- Disclosure is otherwise authorised or required by law

This may include collaboration with NDIS stakeholders where necessary to support your care and service provision.

10. Telehealth Privacy

For online sessions, Haven Therapy Co uses secure and encrypted telehealth platforms designed to protect client privacy and confidentiality.

Clients are encouraged to attend telehealth sessions from a private location and to take reasonable steps to maintain their own privacy during online appointments.

11. Complaints

If you have concerns about how your personal information has been handled, please contact Haven Therapy Co directly so we can attempt to resolve the issue promptly.

Email: admin@haventherapyco.com.au

If you are not satisfied with our response, you may contact the [Office of the Australian Information Commissioner \(OAIC\)](#)

Phone: 1300 363 992

12. Policy Review

This policy will be reviewed every 12 months, or earlier where required, to reflect changes in legislation, technology, or professional best practice.

Contact Details

Haven Therapy Co

Email: admin@haventherapyco.com.au

Phone: 02 4013 4700

Location: East Maitland (Telehealth Services Australia-wide)