**Privacy Policy**
*Effective as of 6.01.25*

**1. Introduction**
Shine Mental Wellbeing is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. Shine Mental Wellbeing is a privately owned, sole trader business. This Privacy Policy outlines how we collect, use, store, and protect your personal information in compliance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

**2. Information We Collect**
In order to provide therapy and life coaching services, we collect personal information that may include:

* Full name
* Contact information (email, phone number)
* Emergency contact
* Demographic information
* Health history (where relevant to the services provided)
* Payment and billing details

We collect this information through various methods, including in-person consultations, online forms, email correspondence, and phone calls.

**3. How We Use Your Information**
We use your personal information to:

* Provide therapy and life coaching services
* Communicate with you regarding appointments, sessions, and relevant updates
* Emergency contact in the event of an emergency occurring during therapy/coaching
* Process payments for services rendered
* Comply with legal or regulatory obligations

We will not use or disclose your personal information for any purpose other than as outlined above, unless we have your consent or are required by law.

**4. How We Store Your Information**
We take reasonable steps to ensure that your personal information is securely stored, whether on physical records or electronically. We retain your information for as long as it is necessary to provide services to you, or as required by law, after which it will be securely destroyed or anonymised.

**5. Accessing and Updating Your Information**
You have the right to access the personal information we hold about you and request corrections if it is inaccurate or incomplete. If you wish to update your information, please contact us directly at admin@shinementalwellbeing.com.au

**6. Disclosure of Personal Information**
We will not disclose your personal information to third parties unless:

* You have provided consent for us to do so
* We are required to disclose it by law, including to regulatory bodies or health professionals. Such as compliance with a subpoena, court order, or other legal processes.
* In the event of a medical emergency or where we believe you may harm yourself or others, personal details and/or relevant information may be disclosed to the relevant emergency services.
* It is necessary for the provision of services (e.g., with trusted third-party service providers, such as payment processors)

In such cases, we will ensure that any third parties are bound by appropriate confidentiality and privacy obligations.

**7. Data Security**
We implement reasonable safeguards to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes secure space and when electronically stored a two-factor authentication safeguard is utilised. In the event of a data breach involving personal information that we store, we are committed to promptly notifying individuals whose data may have been affected. If a data breach occurs and we assess that the breach is likely to result in serious harm to any individual, we will take the following steps:

1. **Notification**: We will contact affected individuals directly via the contact details we hold, where possible, to inform them about the breach.
2. **Details of the breach**: We will provide clear information on what personal information was involved, the potential consequences of the breach, and the steps we are taking to address it.
3. **Advice and support**: We will offer practical advice on how individuals can protect themselves from further harm, including any recommended actions they should take (e.g., changing passwords, monitoring accounts, etc.).
4. **Reporting to Authorities**: In accordance with the Privacy Act, if we assess that the breach is likely to result in serious harm, we will also report the breach to the Office of the Australian Information Commissioner (OAIC) within the required timeframe.

We are committed to protecting your personal information and will take all necessary steps to mitigate the impact of any data breach.

**8. Your Rights**
Under the Privacy Act 1988, you have the right to:

* Request access to your personal information
* Request correction of your personal information
* Lodge a complaint if you believe your privacy has been breached

To exercise these rights, or if you have any concerns or questions about your privacy, please contact us at admin@shinementalwellbeing.com.au

**9. Changes to This Privacy Policy**
We may update this Privacy Policy from time to time to reflect changes in our practices or legal obligations. When we do, we will notify you via email or by updating the policy on our website. We encourage you to review this Privacy Policy periodically.

**10. Contact Us**
If you have any questions or concerns about this Privacy Policy or the way we handle your personal information, please contact us at:
Shine Mental Wellbeing
Email: admin@shinementalwellbeing.com.au
Phone: +61 437 838 712