

PRIVACY POLICY

Counselling For Her

Last updated: August 2026

Organisation: Counselling For Her Pty Ltd (CFH) | ABN 11 677 421 046

Privacy contact: support@counsellingforher.com.au | 0450 066 431

1. About this policy

Counselling For Her Pty Ltd provides private counselling services. Jicinta Elliott is the consulting counsellor. As a private health service provider, CFH is covered by the Privacy Act 1988 (Cth) and the Australian Privacy Principles, including when providing services online.

This policy explains how CFH collects, holds, uses and discloses personal information when you visit the website, make an enquiry, book or receive counselling, communicate with CFH or use a funded service. It should be read with CFH's Terms and Conditions and any consent or service agreement that applies to you.

2. The information CFH may collect

CFH only collects information that is reasonably necessary for its services and operations. Depending on how you interact with CFH, this may include:

- identity and contact information, including your name, preferred name, date of birth, address, phone number, email address and pronouns;
- emergency contact, guardian, nominee, support person or authorised representative details;
- health, mental health, psychosocial, relationship, family, disability, medication, safety and risk information relevant to counselling;
- intake forms, consents, goals, session notes, assessments, correspondence, referrals, reports and information about services provided;
- appointment, attendance, cancellation and communication records;
- billing, payment, private health, NDIS or other funding information, including invoice and claim details; and
- website and technical information such as an IP address, browser or device details, pages visited, cookies and security information where collected by the website or its service providers.

Health and disability information is sensitive information. CFH will generally collect it with your consent, unless collection is otherwise permitted or required by law. Payment card details are processed through payment service providers; CFH does not generally have access to your complete card number.

3. How information is collected

Information is usually collected directly from you through enquiries, intake and consent forms, the booking system, counselling sessions, telehealth, phone, email, SMS, payment processes and website interactions.

With your consent, or where permitted by law, information may also be received from a parent or guardian, nominee, support person, referring practitioner, another health professional, school, employer, insurer, NDIS participant representative, plan manager or other funding body. If you provide information about another person, you should have authority to do so and, where appropriate, tell them that their information has been provided.

4. Why information is collected and used

CFH may collect, hold and use personal information to:

- assess whether the service is suitable and provide safe, responsive counselling;

- plan and document counselling, monitor progress and arrange referrals or reports;
- manage appointments, reminders, enquiries, telehealth and other communications;
- process payments, invoices, rebates, funding and accounts;
- manage safety concerns, complaints, professional supervision and quality improvement;
- meet legal, ethical, professional, insurance, tax, audit and record-keeping obligations; and
- operate, secure and improve the website and practice systems.

If CFH cannot collect information that is necessary for counselling, safety, identity verification, billing or legal obligations, it may not be possible to provide the requested service. You may browse the public website anonymously and may use a pseudonym for a general enquiry where practicable, but accurate identifying information will usually be required before counselling is provided.

5. Confidentiality and disclosure

Counselling information is confidential, but confidentiality is not absolute. CFH will only use or disclose personal information for the purpose for which it was collected, for a related purpose you would reasonably expect, with your consent, or where permitted or required by law.

Information may be disclosed:

- to a person or organisation you authorise, including a treating practitioner, referrer, support person or representative;
- for confidential clinical supervision or professional consultation, using de-identified information where practicable;
- to service providers supporting bookings, clinical records, telehealth, email, payment processing, accounting, IT, security, document storage or professional advice;
- to a third-party payer or funder for the minimum information needed to administer, invoice and receive payment for the service;
- to an insurer, lawyer, accountant, auditor or regulator where reasonably necessary for a claim, complaint, professional obligation or lawful business purpose;
- where required or authorised by law, including under a valid subpoena, court order or statutory notice;
- where reasonably necessary to lessen or prevent a serious threat to a person's life, health or safety and disclosure is permitted by law; or
- where child-safety or other safeguarding concerns require or authorise disclosure.

Where more than one person attends relationship or family counselling, records may contain information about several people. A request for access or disclosure will be considered carefully to protect each person's privacy and safety.

6. Third-party funded services

If another person or organisation funds your counselling, CFH may share information needed for administration and payment, such as your name, appointment date, attendance, service item and fee. Therapeutic content, reports or detailed health information will not be shared without your consent unless disclosure is permitted or required by law or a separate service agreement clearly provides for it.

7. Storage, security and overseas processing

CFH stores clinical information electronically through a password-protected cloud-based practice-management platform and may also hold information in secure email, financial, payment, document and device systems. CFH takes reasonable technical and organisational steps to protect information from misuse, interference, loss and unauthorised access, modification or disclosure. No electronic system can be guaranteed to be completely secure.

CFH's primary clinical records are currently stored in Australia. Some website, email, payment, security or technical providers may process limited personal information outside Australia, including in the United States or other locations where their infrastructure or support teams operate. CFH takes

reasonable steps to use reputable providers and protect information where overseas processing or disclosure occurs.

8. Website, cookies and marketing

The website may use cookies, booking links, analytics and security tools such as CAPTCHA. These tools may collect technical information about your visit. You can manage cookies through your browser, although disabling them may affect some website functions. Third-party websites and booking platforms have their own privacy practices.

CFH may send service-related messages about appointments, forms, accounts or care. Promotional or educational messages will only be sent with consent or where otherwise permitted by law. You may opt out of marketing at any time; this will not stop necessary service communications.

9. Accessing or correcting your information

You may ask to access personal information CFH holds about you or request a correction if information is inaccurate, out of date, incomplete, irrelevant or misleading. Contact CFH using the details at the end of this policy. CFH may need to verify your identity before responding.

There is no charge for making a request. A reasonable cost may apply to providing access where permitted by law and will be discussed with you first. Access may be refused or limited where the law permits, including where disclosure would unreasonably affect another person's privacy or create a serious safety concern. If this occurs, CFH will provide written reasons and available complaint options where required.

10. Retention and secure disposal

CFH retains personal and clinical information for as long as reasonably necessary to provide services and meet legal, professional, insurance, tax, funding and record-keeping obligations. Retention periods may vary depending on the type of record, the client's age and any legal or funding requirements. When information is no longer required, CFH will take reasonable steps to securely destroy or de-identify it, unless it must be retained by law.

11. Data breaches

If CFH becomes aware of a suspected data breach, it will assess and respond to the incident, take reasonable steps to reduce harm and notify affected individuals and the Office of the Australian Information Commissioner where required under the Notifiable Data Breaches scheme.

12. Privacy concerns and complaints

If you have a privacy question or believe your information has not been handled appropriately, please contact CFH first. CFH will acknowledge, investigate and respond to your concern within a reasonable time.

If you are not satisfied with CFH's response, you may contact the [Office of the Australian Information Commissioner](#). For a complaint about a health service provided in Queensland, you may also contact the [Office of the Health Ombudsman](#).

13. Contact and policy updates

Privacy enquiries, access or correction requests and complaints can be directed to Counselling For Her Pty Ltd at support@counsellingforher.com.au or 0450 066 431.

CFH may update this policy when its services, systems, providers or legal obligations change. The current version will be published on the website with its update date.