

Privacy Policy

Counselling For Her (CFH) is a proprietary limited company and private counselling service. Counselling is a 'health service' within the definition of the Privacy Act 1988 (Cth) as such, CFH as a part of its counselling consultations collects some personal and sensitive information. As such, CFH must comply with the Privacy Act 1988 (Cth), ('the Act') and the Australian Privacy Principles within it. This Privacy Policy details CFH privacy practices and approach to handling your personal information.

Information collected

CFH collects the following personal and sensitive (within the definition of the Act) information:

- Client name.
- Contact details, phone number and email address.
- Emergency contact details, name and phone number.
- 'Health information' (as defined in the Act) regarding the client's psychological health during the course of the counselling session in the form of notes.

Collection and storage

CFH collects personal contact information in the event the counsellor needs to contact the client for example due to a change in appointment, to provide proof of payment or other counselling session related reasons. Emergency contact details are collected only to be used in the case of an emergency if it occurs during the counselling session.

Information collected by the counsellor during the session related to the client's psychological health is only done so in relation to the counselling service and to enable the counsellor to best provide this service to the client for the extent and duration of the client's involvement in counselling sessions.

Clients will be required to fill out an electronic standard form prior to commencement of the first counselling session with their name, contact details and emergency contact details. Information on the client's psychological health will be collected by the counselling practitioner throughout the session in the form of electronic notes. Clients will only need to fill out an electronic standard form with their contact and/or emergency contact details again in the instance there is a change and their personal information on record requires updating as advised to CFH by the client.

All personal and sensitive information collected by CFH is stored electronically on a password protected cloud-based platform.

Disclosure

CFH will not disclose to a third-party, any personal or sensitive information without written consent from the client either in the form prescribed by CFH or prescribed form of the third-party. Clients may view the personal and sensitive information that CFH has collected and stored for them at any time on request. A 'Consent to Disclose Information' form can be requested from CFH to complete. However, a court may compel the disclosure of a counselling record to be used in proceedings through the provisions of the Evidence Act 1977 (Qld), CFH is legally required to comply with a request of this nature however all disclosure will be solely in accordance with the requirements of the Evidence Act 1977 (Qld).

Your session is private and confidential unless

- You have an immediate plan to end your life
- You have a life-threatening injury
- You plan to cause significant harm to yourself or someone else
- You tell us you have a plan to commit a crime
- You mention hurting a child or endangering a child's wellbeing

Security and disposal

CFH treats all collected personal and sensitive information with care to ensure it is securely created, stored and disposed of in a secure manner. CFH will only store client personal and sensitive information for the duration of their counselling sessions or for a reasonable amount of time after a client last session at which point the clients' information will be securely disposed of. If at any point CFH becomes aware that there has been a breach of their records storage of personal and sensitive information CFH will inform those effected as soon as practicably possible.

Complaints

If you believe CFH has handled your client information in a way that is not compliant with the Act please contact CFH in the first instance and CFH will endeavour to remedy your complaint. However if you are dissatisfied with CFH's response you can further your complaint with the Queensland Office of the Information Commissioner at any time.