Privacy Policy

A SMILING DAY COUNSELLING

A Smiling Day Counselling is committed to protecting the privacy of our clients.

Our counselling services are bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). As a provider of health services, A Smiling Day Counselling must follow these principles when handling personal information. This document describes the policy of A Smiling Day Counselling for the management of clients' information.

Your Personal Information

As part of providing a service to you, we need to collect personal information which may include your name, contact details such as address, phone numbers, date of birth, marital status, number of children you have, as well as details of issues which you have been discussing with your counsellor. Information about your health and wellbeing is sensitive information, and we only collect it with your consent and where it is needed to provide our services.

We collect this information directly from you, for example when you contact us, make a booking, or attend a session.

Clients' files are held in a secure location. The counsellor will be consulting with their supervisor, and information about your counselling sessions may be discussed from time to time. These communications are confidential and the purpose of the supervisions is to enhance the quality of care you receive.

How we use your personal information

This information is gathered in order to document what happens during sessions, and enables the counsellor to provide a relevant and informed service.

A Smiling Day Counselling collects certain information for statistical and professional purposes. This information is not necessarily considered personal or sensitive information. Information is only considered to be personal information if the identity of the individual is apparent or can be reasonably ascertained from the information.

Your personal information may be used in order to compile statistics such as the number of clients we see on a monthly basis, the number of different genders and age groups etc. This information may be used to administer, manage or develop our services. Statistics are only used in a form that does not identify you.

Confidentiality

Information supplied by you will be kept confidential and may only be released to a third party with your written authority except when:

- it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
- a client is at risk of harming themselves or someone else.

Even in these circumstances every effort will be made to gain your written consent.

Using this website

The privacy of all those who use this website is of prime importance to us. Except as otherwise provided in this privacy policy, we will not disclose any personal information regarding our users without first obtaining their approval, unless required to do so to satisfy a legal obligation.

What information do we collect through this website?

We do not collect any personal information about you (such as your name or email address) from your use of this website, except where you have specifically provided us with that information, for example through our contact form or call-back form. If you provide personal information to us via this website, we will use it only to respond to your enquiry and to provide our services to you. Please do not include sensitive details about yourself or others in these forms. We can talk about these when we speak with you.

Whenever you use our website, or any other website, the computer on which the web pages are stored (the web server) needs to know the network address of your computer so that it can send the requested web pages to your internet browser. This address is called an “IP address”. From an IP address it is possible to determine the general geographic location of a computer, but otherwise it is anonymous. Our web hosting provider may keep standard server logs, which include IP addresses, for security and maintenance purposes. We do not use these logs to identify individual visitors.

Service providers and overseas storage

Messages you send through the contact and call-back forms on this website are processed by Amazon Web Services and delivered to us by email. Our email is managed using Google services. Online bookings are made through Square. These providers may store information on servers located outside Australia, including in the United States. By using these services, your information may be held overseas. We choose reputable providers and only use them to operate our website, communications and bookings.

Do we disclose information about our users to anyone else?

We do not sell, rent or share your personal information for marketing purposes. Except where otherwise specifically required to do so, we will not disclose any personally identifiable information to any third party without your approval. On occasions it may become necessary to release personal information, including if we are required to do so to satisfy a legal obligation. As a necessary part of the proper operation of our website, our technical contractors, who are subject to obligations of confidentiality to us, may gain access to personal information as part of their service.

Do we keep emails we receive from you?

We receive and reply to email from users on a regular basis. For record-keeping purposes we retain copies of most email sent to us. We do not anticipate that the information in the email we receive or send will be disclosed to any third party without the permission of the sender, either express or implied, unless required or necessary as specified in the previous paragraph.

Accessing and correcting your information

You may ask to access the personal information we hold about you, or ask us to correct it if you believe it is inaccurate, out of date or incomplete. Please contact us using the details below. We will respond within a reasonable time. In some circumstances permitted by law, access may be limited, and if so we will explain why.

Links to other sites

Our website may contain links to other sites that are not affiliated or associated with, or controlled by A Smiling Day Counselling. Please be aware that these other sites may be owned or developed by people over whom we have no control, and accordingly we are not responsible for their privacy practices. This Privacy Policy applies only to those parts of our website within our control. We encourage you to familiarise yourself with the privacy policy of any other website you visit which collects personal information about you, and to use your discretion when providing such information.

Changes to the Privacy Policy

We may change this Privacy Policy from time to time. An updated version of our Privacy Policy will be maintained on this website so that you remain aware of the information we collect, how we use it, and under what circumstances we disclose it.

Questions and complaints

Please feel free to contact us if you have any questions or comments, or if you would like more information regarding privacy issues.

If you have a concern about how we have handled your personal information, please contact us first so we can try to resolve it. If you are not satisfied with our response, or do not hear back from us within 30 days, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or on 1300 363 992.

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Level 4 Registered Counsellor, Australian Counselling Association (ACA) Registration No. 10590 · ABN 20 632 249 913