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# Privacy Policy

## 1. Introduction

At The Country Counsellor we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines our practices concerning the collection, use, and disclosure of your personal data, in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth). Please read this Privacy Policy carefully to understand how we handle your personal information.

## 2. Definitions

- 2.1. "We," "us," or "our" refers to The Country Counsellor.
- 2.2. "You" refers to our clients, website visitors, or individuals interacting with our services.

## 3. Information We Collect

We collect and process personal information to provide counseling services and maintain a professional relationship. The types of personal information we may collect include, but are not limited to:

- 3.1. Contact information (such as name, address, email, and phone number).
- 3.2. Date of birth and age.
- 3.3. Health and medical history.
- 3.4. Personal and familial background information.
- 3.5. Financial information for billing and payment purposes.
- 3.6. Information related to your counselling sessions and progress.
- 3.7. Any other information you provide to us voluntarily.

## 4. How We Collect Information

We may collect your personal information through various means, including:

- 4.1. Directly from you when you provide it to us.
- 4.2. From third parties with your consent (e.g., referrals from healthcare providers).
- 4.3. Automatically through our website or digital platforms (e.g., cookies and analytics).
- 4.4. From your use of our services (e.g., session notes and records).



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## Privacy Policy (cont.)

### 5. Use of Personal Information

We may use your personal information for the following purposes:

- 5.1. Providing counselling services.
- 5.2. Communication regarding appointments, billing, and other administrative matters.
- 5.3. Maintaining accurate records and progress notes.
- 5.4. Responding to inquiries or feedback.
- 5.5. Complying with legal obligations and regulations.
- 5.6. Improving our services and website.
- 5.7. Sending relevant updates, newsletters, or promotional materials (with your consent).
- 5.8. Any other purpose to which you have consented.

### 6. Disclosure of Personal Information

We may disclose your personal information to:

- 6.1. Other healthcare professionals involved in your treatment (with your consent).
- 6.2. Administrative and support staff within our organization.
- 6.3. Third-party service providers who assist in our operations.
- 6.4. Legal and regulatory authorities when required by law.
- 6.5. In emergency situations, to protect your vital interests.
- 6.6. Any other party with your explicit consent.

### 7. Security of Personal Information

We take reasonable steps to protect your personal information from unauthorized access, disclosure, and misuse. Our security measures include:

- 7.1. Secure access controls and restricted access to personal data.
- 7.2. Regular data backups and disaster recovery plans.
- 7.3. Secure data transmission over encrypted connections.
- 7.4. Ongoing training of staff in privacy and security protocols.



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## Privacy Policy (cont.)

### 8. Access and Correction

You have the right to access and correct your personal information held by us. To do so, please contact us using the information provided in Section 11.

### 9. Complaints

If you have concerns about the handling of your personal information or believe your privacy rights have been violated, please contact us using the information provided in Section 11. We will promptly investigate and address your concerns.

### 10. Changes to the Privacy Policy

We may update this Privacy Policy to reflect changes in our practices or legal requirements. We will notify you of any material changes, and the revised Privacy Policy will be posted on our website.

### 11. Contact Information

If you have any questions or concerns about this Privacy Policy, please contact us at: [admin@thecountrycounsellor.com.au](mailto:admin@thecountrycounsellor.com.au) , or PO Box 399 Port Pirie SA 5540.

We take your privacy seriously and are committed to maintaining the confidentiality and security of your personal information. By accessing our services, you consent to the practices described in this Privacy Policy.

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