



## Committed to Your Confidentiality and Privacy

Your privacy is important to me. This policy outlines how your personal information is collected, stored, used, and protected during your engagement with my counselling services. I adhere to the Australian Privacy Principles and the ethical standards of the Australian Counselling Association (ACA).

### 1. Collection of Personal Information

To provide effective counselling services, I may collect the following personal information:

- Full name and contact details
- Date of birth
- Emergency contact details
- Relevant medical or mental health history
- Session notes and treatment plans
- Payment information (if applicable)

This information is collected directly from you during intake and counselling sessions.

### 2. Use of Information

Your information is used solely for the purpose of:

- Providing professional counselling support
- Developing tailored treatment plans
- Managing bookings and communication
- Ensuring your safety and continuity of care
- Meeting legal and ethical obligations

### 3. Confidentiality

Everything you share in counselling is kept strictly confidential, with the following exceptions where disclosure may be legally or ethically required:

- If there is a serious risk of harm to yourself or others
- If there is disclosure of abuse involving a child or vulnerable person
- If records are subpoenaed by a court of law
- With your written consent (e.g., to liaise with a GP or other provider)

Where possible, I will discuss any necessary disclosure with you beforehand.



#### 4. Storage of Records

Your records are:

- Stored securely in encrypted digital format (or locked physical files, if applicable)
- Protected from unauthorised access, loss, or misuse
- Retained for the legally required period (usually 7 years after the last session, or until age 25 for minors), after which they are safely destroyed
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#### 5. Access to Your Information

You have the right to:

- Request access to your personal information
- Ask for corrections if the information is inaccurate
- Withdraw consent (subject to legal obligations)

Please contact me directly in writing if you wish to request or update your records.

#### 6. Online Counselling & Digital Communication

If sessions are conducted online:

- A secure platform (e.g., [Zoom/Telehealth/Other]) is used
- All reasonable steps are taken to maintain confidentiality and security
- Emails and messages are used for administrative purposes only, not counselling content

#### 7. Privacy Complaints

If you have concerns about how your information is handled, please contact me directly so we can resolve the matter promptly and respectfully.

If you're not satisfied, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

#### 8. Contact Information

Name: Kristy Ingram

Email: [counselling7030@gmail.com](mailto:counselling7030@gmail.com)