



# DEEP SEAS



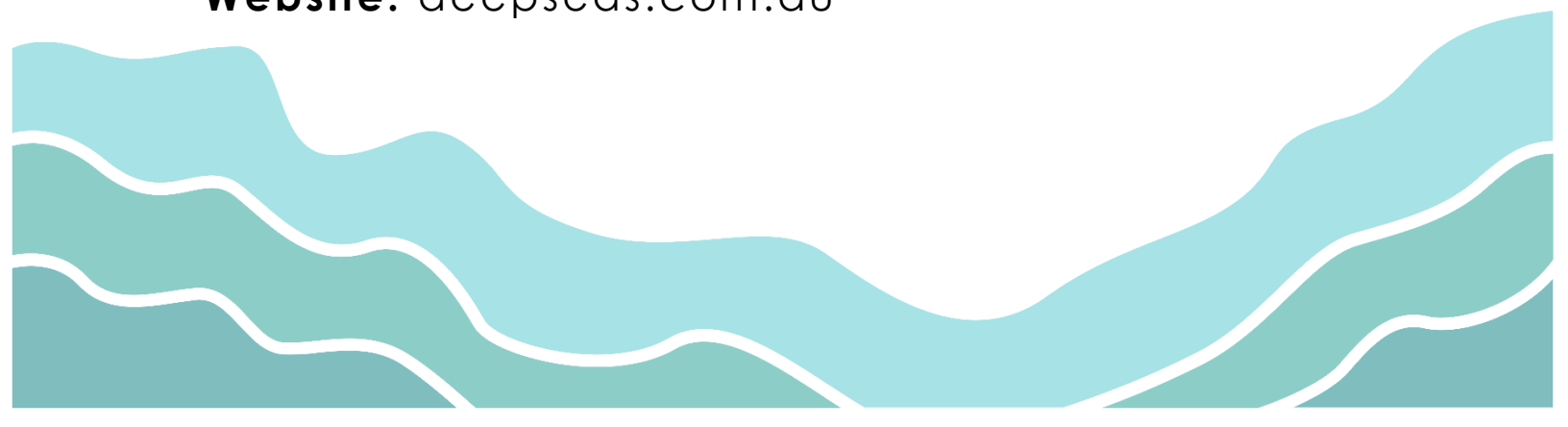
## CLIENT PRIVACY POLICY

**ABN:** 66 513 728 338

**Address:** 35 Ann Street, Salisbury SA 5108

**Phone:** 0434 325 981

**Website:** [deepseas.com.au](http://deepseas.com.au)





## 1. Client Privacy Policy

### 1.1 Client Privacy Policy Details

#### Policy Details

| Name: Client Privacy Policy   |           |
|-------------------------------|-----------|
| <b>First issued/approved:</b> | July 2023 |
| <b>Last reviewed:</b>         | July 2023 |
| <b>Next review due:</b>       | July 2024 |
| <b>Version number:</b>        | 1         |
| <b>Policy authorised by:</b>  | El Payne  |



## 1.2 Introduction

At Deep Seas Counselling Practice, we are committed to protecting the privacy and confidentiality of our clients' personal information. This Privacy Policy outlines our practices concerning the collection, storage, and use of your data and is compliant with the Privacy Act 1988, as well as the guidelines set forth by the Psychotherapy and Counselling Federation of Australia (PACFA), the Australian Counselling Association (ACA), and the National Disability Insurance Scheme (NDIS).

## 1.3 Information We Collect

We collect and store personal information from our clients for the purpose of providing counselling and related services. This information may include:

- Personal details such as name, address, date of birth, and contact information.
- Health and medical history, including mental health history.
- Billing and payment information.
- Session notes and records related to counselling and treatment.



We collect this information during the initial intake and assessment process, and during the course of ongoing counselling sessions.

## 1.4 How We Collect Information

We collect your personal information through the following methods:

- Directly from you, when you provide information during initial consultations, sessions, or through our intake forms.
- From authorized third parties, such as healthcare professionals, when you have provided consent for the sharing of information.
- From the practice management software, Splose, which is used for scheduling, record-keeping, and administration.

## 1.5 Why We Collect Your Information

We collect and store your information for the following purposes:

- To provide counselling and support services.





- To maintain accurate records of your counselling sessions.
- To facilitate communication and scheduling.
- To meet legal and regulatory requirements.

## 1.6 Use and Disclosure of Your Information

Your personal information is held in strict confidence and is only disclosed in the following circumstances:

- To our team of counsellors and administrative staff who require access to your information to provide you with services.
- To authorized third parties with your explicit written consent.
- In circumstances where we are required by law to disclose information, such as a court order or subpoena.

## 1.7 Security and Data Retention

We take the security of your personal information seriously. We implement reasonable security measures to protect your data from unauthorized access, disclosure, alteration, or destruction. These measures include



encryption, password protection, and regular software updates.

We retain your personal information only for as long as it is necessary for the purposes outlined in this policy and as required by applicable laws and regulations.

## **1.8 Access to Your Information**

You have the right to access, update, or request the deletion of your personal information held by Deep Seas. To do so, please contact us using the contact information provided in this policy.

## **1.9 Complaints**

If you have concerns or complaints regarding our privacy practices or the handling of your personal information, please contact us using the information below. We take all complaints seriously and will address them promptly and in accordance with applicable laws.

## **1.10 Changes to This Privacy Policy**

This Privacy Policy may be updated from time to time to reflect changes in our practices or legal requirements.



The most recent version will always be available on our website.

## 1.11 Contact Information

For any questions or concerns related to your privacy, or to exercise your rights under this policy, please contact us:

| Deep Seas      |                                  |
|----------------|----------------------------------|
| <b>Address</b> | 35 Ann Street, Salisbury SA 5108 |
| <b>Phone</b>   | 0414 368 879                     |
| <b>Email</b>   | epayne@deepseas.com.au           |
| <b>ABN</b>     | 66 513 728 338                   |
| <b>Website</b> | www.deepseas.com.au              |



## 1.12 Additional Information

For more information about privacy in Australia and the legal requirements, you can refer to the Office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/>.

## 1.13 Privacy Policy Acknowledgement

By engaging our services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.

