

PRIVACY POLICY FOR IN-PERSON & ONLINE THERAPY SESSIONS

Heart
Centred Minds



with Rossy

Rossy Champion

www.heartcentredminds.com

PRIVACY POLICY FOR IN-PERSON & ONLINE THERAPY SESSIONS

Privacy

I Rossy Champion am committed to providing quality services to you and this policy outlines my ongoing obligations to you in respect to how I manage your Personal Information.

I have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which I collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at [Home-Home \(oaic.gov.au\)](http://Home-Home.oaic.gov.au).

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What is Personal Information and why do I/we collect it?

Personal Information is information that identifies an individual. Examples of Personal Information I/we - my website or social media may collect includes: your name, your address, your email and your phone number.

This Personal Information is obtained in many ways including assessments, correspondence, telephone, email, via my website, Google forms, podcast interviews, from your website, from media and publications, from other publicly available sources, from cookies and from third parties. I don't guarantee website links or policy of authorised third parties.

I collect your Personal Information for the primary purpose of providing our therapy and/or other services to you, providing information to our clients and marketing. I may also use your Personal Information for secondary purposes which are closely related to the primary purpose.

You may unsubscribe from my mailing/marketing lists at any time by contacting me in writing or by clicking on the unsubscribe bottom at the bottom of our communication.

When I collect Personal Information I will, where appropriate and where possible, explain to you why I am are collecting the information and how I plan to use your information.

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Sensitive Information

Sensitive information is defined in the Privacy Act to include information about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by me only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

Third Parties

Where reasonable and practicable to do so, I will collect your Personal Information only from you. However, in some circumstances I may be provided with information by third parties such as EAP counselling organisations or insurance companies if you choose to use either of these parties. In such a case I will take reasonable steps to ensure that you are made aware of the information provided to me by the third party.

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Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss and from unauthorized access, changes or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, I/we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by me for at least 7 years.

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Access to your Personal Information

You may access the Personal Information I/we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact me in writing.

I Rossy Champion will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information I may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. I will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information I have is not up to date or is inaccurate, please advise me as soon as practicable so we can update our records and ensure that I can continue to provide quality services to you.

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COVID-19 Pandemic

Due to the COVID-19 pandemic, your current health will be questioned and you may be requested to attend online sessions instead. This information is treated in the same manner as your other Personal Information.

Throughout the COVID-19 pandemic, you may be required by the state or country that you reside in to check in via QR code. You can read more about how your data is used when you sign up to use your state or country's COVID -19 apps.

Policy Updates

This Privacy Policy may change from time to time and is available on my/our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about this Privacy Policy please contact me.