

# Privacy Policy

Spirit Led Counselling is committed to protecting your privacy and handling your personal information with care, integrity, and respect.

This policy outlines how your information is collected, used, and stored in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

## **What Information Is Collected**

Personal information may be collected when you:

- make an enquiry or contact the practice
- engage in counselling or reflective support
- complete intake or consent forms
- communicate via email, phone, or online platforms

This may include:

- your name and contact details

- relevant personal or background information you choose to share
- session notes (where applicable)

Only information that is reasonably necessary to provide support is collected.

### **How Your Information Is Used**

Your information is used to:

- provide counselling and reflective support
- communicate with you regarding appointments or enquiries
- maintain appropriate records
- meet professional, ethical, and legal obligations

Your information will not be used for any unrelated purpose without your consent.

### **Storage and Security**

Reasonable steps are taken to protect your personal information from

misuse, loss, unauthorised access, or disclosure.

This may include:

- secure digital storage systems
- password protection

limited access to information

## **Confidentiality**

Your privacy and confidentiality are respected at all times.

However, there are limited circumstances where confidentiality may need to be breached, including:

- where there is a risk of serious harm to yourself or others
- where required by law
- where there are safeguarding concerns, particularly involving vulnerable individuals

Where possible, this will be approached with transparency and

care.

## **Access to Your Information**

You may request access to your personal information at any time.

If any information is inaccurate, steps can be taken to correct it.

## **Third Parties**

Your information will not be shared with third parties without your consent,

except where required by law or necessary for duty of care.

## **Website and Online Enquiries**

If you submit information through the website or email, reasonable steps are taken to ensure it is handled securely.

However, no method of electronic communication is completely secure.

## **Questions or Concerns**

If you have any questions about this policy or how your information is

handled, you are welcome to contact:

Sharon Mackenzie

sharon.mackenzie@spiritedcounselling.com

[www.spiritedcounselling.com](http://www.spiritedcounselling.com)

## **Policy Review**

This policy may be updated from time to time to reflect changes in practice or legislation.