

Privacy statement

Please read below for information about how Your Story Matters Counselling values and protects your privacy.



Your Story Matters Counselling is committed to protecting your privacy and the confidentiality of any personal information you provide to us. We comply with the Commonwealth Privacy Act and other relevant state laws in relation to the management of personal information.

This privacy statement provides information about the personal information that Your Story Matters Counselling collects, and the ways in which we use that personal information.

Personal information collection

We may collect and use the following kinds of personal information:

- information about interactions carried out over this website (including but not limited to personal communications with Your Story Matters Counselling and personal information that may include health related information); and
- any other information that you send to Your Story Matters Counselling.

Should you contact Your Story Matters via this website or phone, any information disclosed will remain confidential and secure at all times. This applies to client session notes.

However, there are several exceptions to this promise of confidentiality. These circumstances include:

- where there is a significant risk of harm to either your safety or that of others, especially a child;
- where your counsellor's session notes are subpoenaed by a court of law;
- for the purpose of clinical supervision, which is a requirement for maintaining registration as a professional counsellor [your details are de-identified in supervision];
- if you grant explicit consent for your counsellor to discuss your details with other practitioners or services, or other authorised third parties;
- if you disclose information about child abuse concerning a child in your care; or
- where there is an admission of criminal activity or the intent to engage in criminal activity.

This Privacy Policy is in line with the Code of Ethics of the governing body, PACFA of which Catherine Lloyd of Your Story Matters Counselling is a registered member (No. 27294).

Using your personal information

Your Story Matters Counselling may use your personal information to:

- send to you statements and invoices; and
- collect payments from you.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this document, Your Story Matters Counselling may disclose your personal information to the extent that we are required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend our legal rights.

Securing your data

Your Story Matters Counselling will take all reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will store the personal information you provide on password-secured devices, and may store hard copies of personal and/or clinical information in secured locked storage. We are not responsible for the privacy policies or practices or storage security of any third party provider.