



PRIVACY & CONFIDENTIALITY POLICY

This policy outlines the ways in which Jodhi Gough handles the personal information of her clients. Jodhi takes privacy seriously and is committed to complying with the *Australian Privacy Principles in the Privacy Act 1988 (Cth)*.

PERSONAL INFORMATION

Personal information is any information about an individual that can be used to identify them directly or indirectly, such as name, address, phone number, email address, and date of birth.

Sensitive information is a type of personal information which includes details, for example, about a person's racial or ethnic origins, political or religious beliefs, sexual orientation, health or genetic information, family court orders or criminal record. The breach of sensitive information is likely to leave people open to discrimination or embarrassment.

WHY YOUR PERSONAL INFORMATION IS COLLECTED

The sharing of personal information by a client to Jodhi assists her to assess and support the client in processing their identified concerns. Personal information is retained to enable Jodhi to provide a relevant and informed service. Within her practice and due to her duty of care a client cannot be anonymous. A client may request to use a pseudonym, but a name as listed on ID's is required.

HOW YOUR PERSONAL INFORMATION IS COLLECTED

Jodhi collects personal information through a variety of means, including:

- The information you verbally share with her
- Written communication received from you via email, SMS or letter
- Intake form
- Social media
- The guardian of those under 18 years of age
- A referral from your GP or another treating practitioner or service; and
- Medical report.

HOW YOUR PERSONAL INFORMATION IS STORED

To protect the personal information Jodhi holds from misuse or loss it is stored in several ways, all of which are secure and can only be accessed by Jodhi. The method of storage varies between types of information and includes both hard copies and digital versions (either on a secure server or offline).

Jodhi does not retain any credit card or banking details once processing the payment is finalised. Jodhi also tries not to retain unnecessary information, disposing of it securely from time to time depending on the type of information it is and her legal obligations.

If Jodhi becomes aware of a security breach she will promptly investigate and, where appropriate, take immediate action and notify the individual affected in accordance with the *Privacy Act*.

DISCLOSURE OF YOUR PERSONAL INFORMATION

Jodhi will not disclose personal information about you to third parties without your consent, except when the disclosure is required by law or subpoenaed by court.

Jodhi will not disclose any information to a recipient outside of Australia unless the client consents or is required by law.

ACCESSING YOUR PERSONAL INFORMATION

You may request access to personal information Jodhi holds about you. Jodhi may ask you to specify what information you require and may charge a fee where access is provided.

Jodhi deals with all requests for access to personal information as required by the *Privacy Act*. Jodhi may refuse to provide access if the *Privacy Act* allows us to do so.

INTEGRITY OF YOUR PERSONAL INFORMATION

Jodhi tries to ensure that the personal information she collects is accurate and up to date. You may request an update or correction to personal information that is held about you. Jodhi will deal with all such requests as required by the *Privacy Act*.

COMPLAINTS

If you think your personal information has not been handled in line with the *Privacy Act*, please contact Jodhi in the first instance. Jodhi will investigate your complaint and try to promptly resolve your complaint directly with you. If you are not satisfied with the outcome, then you may make a complaint to the Office of the Australian Information Commissioner (OAIC). For information about how to make such a complaint, please refer to the OAIC website <http://www.oaic.gov.au/>.

CHANGES TO THIS PRIVACY POLICY

Jodhi may make changes to this privacy policy from time to time with which updates will be posted on The Collective Therapy Hub website.

CONTACT

If you have any questions relating to privacy matters, please contact Jodhi by email at hello@collectivetherapyhub.com.au.

Jodhi Gough

Founder

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