



NaturalGrowth Childhood Counselling (and NaturalGrowth Grief Counselling)

ABN: 71 783 760 966

Privacy and Confidentiality Policy

This policy outlines what personal information is collected, where it is collected from and how it is stored. *Natural Growth Childhood (or Grief) Counselling* is committed to providing a safe, confidential space, this includes keeping your private information safe. We are 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.

Why we collect personal information

The sharing of personal information by a client to *Natural Growth Childhood (or Grief) Counselling* assists us to support the client in processing their identified concerns. Personal information is retained to enable us to provide a relevant and informed service. Counsellors are required to make brief 'case notes' about clients after each session. This generally includes reasons the client has requested counselling support, their progress and challenges, and interventions and strategies explored. Due to a counsellor's duty of care, it is not possible for a client to be anonymous.

Where your personal information is collected from?

We collect personal information through a variety of means, including:

- conversations you have with us via phone, in-person and video telehealth,
- written communications such as direct email, text messaging, letters,
- our intake forms and permission to exchange information form (if required),
- social media,
- parents / carers of people under 18 years of age,
- education, medical and allied health workers – with your consent prior.



Visitors to the *Natural Growth Childhood (or Grief) Counselling* website (hosted by WIX), Facebook and Instagram pages, web browsers such as Google and the Psychology Today counselling directory need to be aware that such platforms often track and store browsing information. We will never use this information to spam, sell or rent your contact details.

We will not disclose personal information about you to third parties without your consent except when the disclosure is required by law.

Storage and security of information

Natural Growth Childhood (or Grief) Counselling has taken all reasonable steps to ensure your personal information is secure.

Information about clients and people who have booked a first session (even if they later cancel), is stored on the *Halaxy* platform for health professionals. *Halaxy* is protected by 'bank grade' security and encryption and servers are in Australia.

By law, most client information is required to be kept for 7 years from the final session or for clients under 18 years when commencing counselling, until they are 25 years of age, after which time information may be destroyed.

Natural Growth Childhood (or Grief) Counselling does **not** collect or store credit card details.

Natural Growth Childhood (or Grief) Counselling does **not** use electronic recording devices or Artificial Intelligence (AI) to record sessions or create session notes. Clients are also advised they are not permitted to do this as this would be in breach of the counsellor's privacy. If sessions are conducted by video platform (EG, Zoom), screen shots of the client or counsellor are not allowed.

If we become aware of a security breach, we will promptly investigate and, where appropriate, take remedial action and notify those affected in accordance with the Privacy Act.

Accessing your personal information

As per the Privacy Act, in most circumstances, you may request access to your personal records. This can be done in writing and by stating which information you require and verifying your identity. There may be a small administrative fee to cover any time to gather the information, printing required or postage.

Note, there are some grounds set out by the Privacy Act which allow us to either refuse access entirely or redact some information.



If you believe any personal information is incorrect and needs to be updated, it is your responsibility to advise *Natural Growth Childhood (or Grief) Counselling*.

Complaints

If you are concerned about how your personal information has been handled, please contact us first and we will 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)*

<http://www.oaic.gov.au>

Amendments

Natural Growth Childhood (or Grief) Counselling reserves the right to amend the Privacy Policy at any time. The current version will always be accessible on this website for you to view.

For any questions or concerns please contact jo@ngchildhoodcounselling.com

Last updated 18th August, 2025.