

Debbie Wren Counselling  
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## Privacy Policy

### Privacy Policy Overview

This privacy policy explains how Debbie Wren Counselling manages personal information provided by clients. I am committed to protecting your privacy by adhering to the Australian Privacy Principles outlined in the Privacy Act 1988 (Cth).

### Personal and Sensitive Information

Personal information refers to any details that can directly or indirectly identify an individual, such as name, address, phone number, email, and date of birth. Sensitive information is a subset of personal information and may include details about your racial or ethnic background, political or religious beliefs, sexual orientation, health or genetic data, family court orders, or criminal history. Breaches involving sensitive information can lead to discrimination or embarrassment.

### Purpose of Collecting Personal Information

I collect personal information to assess and support clients in addressing their concerns. Retaining this information enables me to offer relevant and tailored services. Due to my duty of care, clients cannot remain anonymous within my practice. While a client may request to use a pseudonym, I still require the name as it appears on an official ID.

### Methods of Collection

I gather personal information through various channels, including:

- Verbal conversations
- Written correspondence via email, SMS, or letter
- The online booking system
- Intake forms
- Social media
- Guardians of clients under 18 years old
- Referrals from GPs or other practitioners

## Storage and Security of Personal Information

I use secure methods to store both paper and digital records, accessible only by myself. Credit card and banking details are not kept after payment is processed. Unnecessary information is securely disposed of periodically, in line with legal requirements. Should a security breach occur, I will investigate promptly and notify affected individuals as required by the Privacy Act.

## Disclosure of Personal Information

I do not share your personal information with third parties without your consent, unless required by law. Disclosure to recipients outside Australia is highly unlikely.

## Access to Personal Information

You may request access to your personal information at any time. Requests are handled in accordance with the Privacy Act, and access may be refused in cases permitted by law.

## Updating Your Information

I strive to ensure the accuracy and currency of the information I hold. If you believe your personal details are incorrect, you may request a correction, and I will respond as required by the Privacy Act.

## Complaints

If you believe your personal information has been mishandled, please contact me first so I can investigate and seek to resolve your concern. If you are not satisfied with my response, you have the option to contact the Office of the Australian Information Commissioner (OAIC). Visit the OAIC website <http://www.oaic.gov.au/> for information on lodging a complaint.

## Changes to the Privacy Policy

My privacy policy may be updated occasionally. Any changes will be communicated via email or through our website.

## Contact Me

For any privacy-related queries, please contact me by email at [debbie@debbiewren.com.au](mailto:debbie@debbiewren.com.au)