

## **Privacy Policy & Procedure**

[Lisa Harris Counselling](#) is committed to ensuring your personal information is professionally managed in accordance with all Australian Privacy Principles (APPs). This privacy policy is to provide information to you, our client, on how your personal information (which includes your health information) is collected and used within Lisa Harris Counselling, and the circumstances in which we may share it with third parties.

### **Why do we collect personal information?**

When you register as a client at Lisa Harris Counselling, Lisa will need to collect your personal information so they can provide you with the best possible healthcare services. This information may also be used for directly related business activities, such as financial claims and payments, practice audits, accreditation and normal business processes.

### **What personal information do we collect?**

The personal information we collect and hold may include:

- Your name, address, date of birth, contact details
- Information about your health condition, medical history, social and family history, risk factors, medications, allergies, adverse events, immunisations and treatment you may have already received.
- Medicare number or DVA or private health fund number for identification and claiming purposes.

### **Who has general access to your personal information?**

Only Lisa will have access to your personal information, which is stored on a client management system. This system is encrypted and password protected. For details related to the system data security, please refer to the website for [Power Diary](#).

We will not share your personal information with anyone outside Australia without your consent (unless under very exceptional circumstances that are permitted by law).

### **Specific exceptions to sharing of personal information:**

Unless one of the situations below apply, your personal information will not be shared with anyone.

**Situations for exceptions to confidentiality:**

- A statutory requirement to lawfully share certain personal information, such as mandatory notification of certain diseases or of suspected child abuse. Required information will be shared with the appropriate authority only.
- Court subpoenas required or authorised by law
- When necessary to lessen or prevent a serious threat to a client's life, health or safety or public health or safety, if it is impractical to obtain the client's consent
- Specific permission received from you or your guardian to share information with certain persons or organisations.
- Debt collection for unpaid debts.

**How we collect your personal information**

Lisa Harris Counselling will collect your personal information:

- Directly and in person, over the phone, by email, SMS, social media, through our website or by completing our online or hard copy forms. Some information may also be provided by your referrer, if you have one.
- When you make your first appointment, Lisa Harris Counselling will collect your personal and other relevant information via your registration or in person during your appointment.

If it is not possible to collect this information from you directly, we may also collect it from:

- Your guardian or responsible person;
- Other involved healthcare providers such as specialists, allied health professionals, hospitals, community health services;
- Your lawyer;
- Your Private Health Fund, Medicare or DVA.

## **How we store and protect your personal information**

Your personal information may be stored at our practice as paper records, electronic records, audio recordings, videos, and photos.

Lisa Harris Counselling stores all personal information securely, and has strict protocols to ensure your personal information is protected from misuse, loss, interference or unauthorised access:

- Electronic format which is encrypted and password protected.
- If any hard copy records and information are kept, they will be stored in secure locked cabinets.

## **Accessing and correcting your personal information held by us**

Lisa Harris Counselling will take reasonable steps to correct your personal information where the information is not accurate or up to date. We may ask you at different times to verify that the information held by our practice is correct and up to date.

You have the right to access and correct personal information that we hold about you, in electronic or hard copy format.

If you wish to access or correct your personal information, we request that you put it in writing and contact Lisa Harris Counselling (phone 0407 106 076 and email [hello@lisaharriscountselling.com.au](mailto:hello@lisaharriscountselling.com.au)). Your request for access and/or correction will be processed within 30 days.

While we do not charge an application or processing fee, you may be charged administration, photocopying or other fees to reasonably cover our costs in fulfilling your request.

## **Lodging a privacy related complaint**

If you have any concerns about your privacy or wish to make a complaint about a privacy breach, contact Lisa Harris Counselling (phone 0407 106 076 or email [hello@lisaharriscountselling.com.au](mailto:hello@lisaharriscountselling.com.au)). You should provide us with sufficient details regarding your complaint, together with any supporting information. We will take steps to investigate the issue and will notify you in writing of the outcome within 30 days from the receipt date of the original written complaint.

# *Lisa Harris Counselling*

If you are not satisfied with our response, you can contact us directly to discuss your further concerns, or lodge a complaint with the Australian Information Commissioner.

Lisa is a registered member of the Australian Counselling Association (#12694) and operates under their Code of Ethics. In the event of a formal ethical complaint against Lisa Harris Counselling pertaining to conduct, competency or breaches of the law, please contact the Australian Counselling Association: Unit 2/42 Finsbury Street Newmarket Qld 4051, or phone: 1300 784 333

## **Privacy and our website**

### Cookies and Information collected - Deidentified:

Our website uses cookies. Cookies are used for personal settings, website functionality and targeted marketing. In your browser, you can delete cookies, or set the browser to request your permission to accept cookies. When you access our website, there is a record of your visit made in the web server logs of the following information for statistical purposes:

- Your source IP address
- Your domain or top-level domain name (for example practice.com, .gov, .au etc)
- The date and time of your visit to the site
- The pages you accessed and documents downloaded (if any)
- The type of browser you are using

Your age, gender, and interests based on other websites you have visited. Google Analytics does not collect information about sensitive interests such as race, religion, sexual orientation, health, or financial status.

This non-identified information is used by us to monitor usage patterns on our sites to improve navigation and design features. We do not provide any of this information to third parties.

We also use Google Analytics to track website usage and more can be found about this product on the Google Analytics information pages. You can control the age, gender, and interests information, or opt-out of having this information collected through Google.

### Agents and third-party software:

Lisa Harris Counselling, Privacy Policy  
Dated: 25 February 2021

Lisa Harris Counselling may, from time to time, use agents, social media and/or other cloud-based software to market and/or manage our business, for example, Power Diary, Wix, Google Business, etc., who may collect your details on our behalf. You may also refer to their relevant privacy policies for more information.

When a user completes an online web form for subscriptions or referrals or enquiries, such user consents to the processing of their personal data by Lisa Harris Counselling and/or its agents in accordance with the purpose for which the data was provided.

## How we use your information online:

Generally, we will only use your personal information:

- To maintain your relationship as a client of Lisa Harris Counselling
- To provide the services you have requested from Lisa Harris Counselling
- To administer and manage those services
- To answer your online enquiry
- For marketing of our services you have shown interest in, but only with your explicit prior consent

## **Policy review statement**

This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. We will notify our clients of these changes via our website or direct email.

## **Contact us**

Phone: 0407 106 076

Email: [hello@lisaharriscountselling.com.au](mailto:hello@lisaharriscountselling.com.au)