

Riverview Counselling

Privacy Policy

This Privacy Policy applies to all personal information collected by Riverview Counselling via the website located at riverviewcounselling.org and social media accounts.

1. What is “personal information”?

- (a) The Privacy Act 1988 currently defines “personal information” as meaning information or an opinion about an identified individual or an individual who is reasonably identifiable:
 - (i) Whether the information or opinion is true or not; and
 - (ii) Whether the information or opinion is recorded in a material form or not.
- (b) If the information does not disclose your identity or enable your identity to be ascertained, it will in most cases not be classified as “personal information” and will not be subject to this privacy policy
- (c) Email correspondence will not be classed as “personal information” as consent has been given for correspondents by clicking on “Contact Us”, “Get in Contact”, “Contact Us” “Book Now” and “Send” as stated on our website.
- (d) Phone conversations are not classed as “personal information” to set up a time for a discovery call as consent has been given for correspondence by clicking on “Contact Us” or “Book Now” as stated on our website.

2. What Information do we collect?

- (a) The kind of personal information that we collect from you will depend on how you use the website. The personal information which we collect and hold about you may include: Personal information (including information stored electronically) used to document the nature, delivery, progress, or results of services.
- (b) Medical and/ or Health Information
- (c) Sensitive information
- (d) Contact details and consent to contact

3. How we collect your personal information

- (a) We may collect personal information from you whenever you input such information on the website, social media or chat functions
- (b) We also collect cookies from your computer which us to tell when you use the website and to help customize your website experience. As a rule, however, it is not possible to identify you personally for our use of cookies.

4. Purpose of collection

- (a) The purpose for which we collect personal information is to provide you with the best service experience possible on the website and social media
- (b) We customarily disclose personal information to our Support Team Members and service providers who assist us in operating the website and social media accounts. Your personal information may also be exposed from time to time to maintenance and support personnel acting in the normal course of their duties.
- (c) By using our website, you consent to the collection and storage of your personal information to be used for
 - (i) Providing services to you
 - (ii) Data collation
- (d) By using our website, you consent to the direct marketing material. We will only use your personal information for this purpose if we have collected such information direct from you, and it is material of a type which you would reasonably expect to receive from us. We do not use sensitive information in direct marketing activity. Our direct marketing material will include a simple means by which you can request not to receive further communications of this nature.

5. Access and Correction

Australian Privacy Principle 12 permits you to obtain access to the personal information we hold about you in certain circumstances, and Australian Privacy Principle 13 allows you to correct inaccurate personal information subject to certain exceptions. If you would like to obtain such access, please contact us at riverviewcounselling@outlook.com

6. Complaint procedure

If you have a complaint concerning the way we maintain the privacy of your personal information, please contact us at riverviewcounselling@outlook.com. All complaints will be considered by management, and we may seek further information from you to clarify your concerns. If we agree that your complaint is well founded, we will, in consultation with you, take appropriate steps to rectify the problem. If you remain dissatisfied with the outcome, you may refer the matter to the Office of the Australian Information Commissioner.

7. Overseas Transfer

Your personal information will not be disclosed to recipients outside Australia unless you expressly request us to do so. If you request us to transfer your personal information to an overseas recipient, the overseas recipient will not be required to comply with the Australian Privacy Principles, and we will not be liable for any mishandling of your information in such circumstances.

8. 15 - minute free consultation

The 15-minute free consultation is a discovery call to establish if Riverview Counselling would be suitable for your needs. This call is not recorded and is not on a secure line. Privacy for the conversation cannot be guaranteed. This call does not provide a counselling service

or have a service agreement. The consultation will not provide counselling services. The call will establish if Riverview Counselling has a suitable Support Team Member for you. Your personal information will be passed to one or more Support Team Members of Riverview Counselling.

9. Social Media Communication

Communications via social media sites are to establish if Riverview Counselling would be suitable for your needs. The information provided via messages on social media accounts are actioned by members of the Support Team. Privacy for the conversation cannot be guaranteed on a third-party site. Social Media communication does not provide a counselling service or have a service agreement. The communication will be transferred to the website and Support Team Members to establish if Riverview Counselling has a suitable Support Team Member for you. Your personal information will be passed to one or more Support Team Members of Riverview Counselling.

10. Email Communication

All communication via the email riverviewscounselling@outlook.com is for its intended addressee. The view expressed in emails and attachments (email) reflects the view of the stated author but may not reflect the views of Riverview Counselling. The emails are confidential and may be subject to copyright. Emails may include privileged information; every effort is made to ensure emails are sent to the intended addressee. In the case of an incorrect recipient, confidential and privilege are not waived and any use, interference or disclose of emails are unauthorized.

- (a) **Email disclosure** 'This email communication is confidential and may contain privileged information. The views expressed in emails and attachments reflect the view of the stated author but may not reflect the views of Riverview Counselling. You should rely on your own virus-scanning procedures. This email communication is confidential and only intended for the direct recipient. If you are not the direct recipient, email riverviewcounselling@outlook.com and delete this email.'