



Privacy policy

Overview

The clinicians who work from the **Orchard Counselling Service** are required to comply with the Privacy Act 1988, the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation.

This privacy policy covers all personal information we hold and may have collected from people via our office, over the phone and over the internet. Personal information includes any information or opinion, whether true or not, about a person who is identified or whose identity can reasonably be established.

Collecting information

When we collect personal information from an individual, we will ensure that we do so in a fair manner and that we let the individual know where and how to contact our organisation. We will only collect information that is necessary for one or more of our functions or activities.

We will advise individuals of the purpose for which their personal information is collected.

If we collect sensitive information (as defined under the Act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes, other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

Where an individual chooses not to provide requested information, we will advise that individual of what consequences this non-disclosure may have. For example, withholding certain information may limit our ability to provide relevant offers or services to individuals.

Consent

By engaging us via phone or email, registering your details on our website, completing a client consent form or presenting to our clinics (face to face or telehealth) for services, you consent to our team (clinical and administrative staff) collecting, using and disclosing your personal information (including Health Information) for the purposes specified in this Privacy Policy.

Confidentiality and Disclosure

We will only disclose personal information in accordance with the Privacy Act.

All personal information gathered by your Orchard Counselling Service practitioner during your treatment will remain confidential and secure, except where:

1. Failure to disclose the information would place you or another person at serious and imminent risk;
2. There is an obligation to disclose information under the Children and Young Persons (Care and Protection) Act 1998 (NSW);
3. There is an obligation to disclose information due to a breach of ethical conduct by a registered Health Professional;

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4. It is subpoenaed by court;
5. It is used in relation to defending The Orchard Counselling Service or its associations in legal proceedings or for obtaining advice in respect of any potential legal proceedings;
6. De-identified information is discussed as part of an approved professional supervision process;
7. Your prior approval has been obtained to:
 - 7a. Provide a written report to another professional or agency (e.g. GP, Specialist, referring body);
 - 7b. Discuss the material with another person, (e.g. a family member, employer, rehabilitation coordinator, teacher);
8. If disclosure is otherwise required or authorised by law;
9. Engagement of a Debt Collection Agency is required to recover outstanding debt.
10. Necessary for the administrative and billing purposes.

Unauthorised disclosure or access

As the **Orchard Counselling Service** is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

Opt- out

We will always provide individuals with a nil-cost way of contacting us to register a request to “opt - out” from receiving any product offers.

Access to personal information

Individuals will be able to access their personal information upon request. However, the **Orchard Counselling Service** may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

Data Security and Quality

Our goal is to protect the personal information collected by the **Orchard Counselling Service** and its associations. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required. We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

We will take reasonable steps to protect the personal information we collect and hold from misuse, loss and interference and from unauthorised access and modification. We will take all reasonable steps to make sure that data is accurate, complete and up-to-date when we collect, use or disclose it and that information has been obtained directly from individuals or other reputable sources.

To assist us, please ensure you provide us with your correct details, and let us know if you believe the information we have about you is inaccurate, incomplete, out of date or misleading (and we will take reasonable steps to correct the information). We may take steps to destroy or permanently de-identify information when it is no longer required for any purpose for which it may be used or disclosed. We may retain and use de-identified information.



Availability and Review of this Privacy Policy:

This Privacy Policy forms part of the agreement between you and us (either in your capacity as a client or a third-party service provider). We may, from time to time, amend this Privacy Policy, in whole or part, in our sole discretion. Any changes to this Privacy Policy will be effective immediately upon the posting of the revised Privacy Policy on our website. By continuing to use our service following any changes, you will be deemed to have agreed to such changes. If you do not agree with the terms of this Privacy Policy you must inform us immediately prior to any further receipt of our services.

Contact us:

If you have any questions about this Privacy Policy, or if you wish to request access to your personal information, correct or update your details or raise any privacy concerns you may have, please contact us.

For further information on your privacy rights go to: www.privacy.gov.au