

# MARISA HOWARD PSYCHOTHERAPY

## PRIVACY POLICY FOR

### IN-PERSON & ONLINE

### THERAPY SESSIONS

#### **Privacy**

I am committed to providing quality services to you and this policy outlines my ongoing obligations to you in respect to how I manage your Personal Information.

I have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The APPs govern the way in which I collect, use, disclose, store, secure and dispose of your Personal Information.

#### **What is Personal Information and why do I collect it?**

Personal Information is information that identifies an individual. Examples of Personal Information I collect include: your name, your address, your email and your phone number.

This Personal Information is obtained in many ways including assessments, correspondence, telephone, email, via my website, etc

I collect your Personal Information for the primary purpose of providing therapy and/or other services to you, providing information to clients and marketing. I may also use your Personal Information for secondary purposes which are closely related to the primary purpose.

You may unsubscribe from my mailing/marketing lists at any time by contacting me in writing.

When I collect Personal Information I will, where appropriate and where possible, explain to you why I am are collecting the information and how I plan to use your information.

#### **Sensitive Information**

Sensitive information is defined in the Privacy Act to include information about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by me only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

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#### **Third Parties**

Where reasonable and practicable to do so, I will collect your Personal Information only from you. However, in some circumstances I may be provided with information by third parties such as EAP counselling organisations or insurance companies if you choose to use either of these parties. In such a case I will take reasonable steps to ensure that you are made aware of the information provided to me by the third party.

#### **Disclosure of Personal Information**

Your Personal Information may be disclosed in a number of circumstances including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law

#### **Security of Personal Information**

Your Personal Information is stored in a manner that reasonably protects it from misuse, loss and from unauthorised access, changes or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, I/we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by me for at least 7 years.

#### **Access to your Personal Information**

You may access the Personal Information I hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact me in writing. I will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information I may require identification from you before releasing the requested information.

#### **Maintaining the Quality of your Personal Information**

It is important to me that your Personal Information is up to date. I will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information I have is not up to date or is inaccurate, please advise me as soon as practicable so we can update our records.

#### **COVID-19 Pandemic**

Due to the COVID-19 pandemic, your vaccination status may be requested to attend in person therapy. This information is treated in the same manner as your other Personal Information. You may be required by the state or country that you reside in to check in via QR code. You can read more about how your data is used when you sign up to use your state COVID -19 apps.