



ROSETTE CHIDIAC

COUNSELLING SERVICES

# Privacy & Confidentiality Policy

*Last Updated January 2022*

## Collecting Information

*Rosette Chidiac Counselling Services* is committed to complying with the Privacy Act 1988, the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation.

When I collect your personal information, I will ensure that I do so in a fair manner and let you know where and how to contact me. I will only collect information that is necessary for receiving services. I will advise you of the purpose for which your personal information is collected.

If I collect sensitive information (as defined under the Act), I will treat it with the utmost security and confidentiality. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required. I will ensure that it is not collected for any purposes, other than those for which I have obtained consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act.

I am required to securely keep files for 7 years after you cease counselling. In the case of children's files, they are kept until the child turns 25 years of age. When these files are no longer required, they will be confidentially destroyed.

If you choose not to provide requested information, I will advise you of what consequences this non-disclosure may have. For example, withholding certain information may limit my ability to provide relevant services.

I will take all reasonable steps to ensure that the data I collect, use or disclose is accurate, complete and up to date, and has been obtained directly from you or other reputable sources (such as your doctor).





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### Personal information which may be collected include:

- Your name and date of birth
- Contact details (address, phone number and email)
- Family structure
- Details around the topics discussed in Counselling

From time to time, I may consult with my Supervisor and information from sessions may be discussed for the purpose of ensuring you receive quality care. These conversations are confidential and your details are deidentified.

### Disclosing Information

I will only disclose personal information in accordance with the Privacy Act. This means that personal information may be disclosed:

- For the purposes for which I have advised, and for related purposes that you would reasonably expect (*i.e. When you have provided me consent to disclose information to your GP*),
- Where I have your consent to do so,
- As required by law, or under other circumstances where permitted under the Act (*i.e. Court Orders / Subpoenas*),
- If there is suspected risk of harm to yourself, another identifiable person or a child.

### Access to Personal Information

You will be able to access your personal information upon request. However, *Rosette Chidiac Counselling Services* may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

### Availability and Review of Policy

This policy has been created based on the recommendations of Allied Health Professions Australia and Australian Association of Social Workers. It will be reviewed from time to time and any amendments will be incorporated into the updated policy. If you would like to discuss this policy further, please contact Rosette Chidiac or the Office of the Australian Information Commissioner.

