



PRIVACY POLICY

This Privacy Policy describes how Core Trauma Therapy collects, uses, and shares personal information when you engage with our services or visit our website coretraumatherapy.com.au.

Core Trauma Therapy recognises that the sensitive information which has been disclosed to us needs special care and protection. We are required by law as detailed in the Information Privacy Act 2000 to comply with a strict code of conduct to maintain the privacy of all personal information on record. This Privacy Policy complies with the privacy principles set out in the Act and explains how we apply them in practice.

1. Information We Collect

Core Trauma Therapy collects personal information provided by you when you use our services or interact with our website. This may include:

- Contact information such as name, email address, phone number, and address, emergency contact.
- Health information, such as access needs, counselling and medical history, mental health conditions, and treatment plans.
- Billing and payment information.
- Communications between you and your clinician, including session notes and messages.

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these third parties.

2. Use of Information

We use the information collected for the following purposes which is kept confidentially on an Electronic Record Management system (EMR):

- Providing counselling, consultation, and coaching services support.
- Processing payments and billing.
- Communicating with you about your appointments and services.
- Improving our services and website.
- Complying with insurance, clinical registration, legal and regulatory requirements.

3. Data Security

We take appropriate measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, access controls, and regular security assessments. Under the Privacy Act 1988, if Core Trauma Therapy has reasonable grounds to believe an eligible data breach has occurred, we must promptly notify any individual/ client at risk of serious harm. We are also required to notify the Office of the Australian Information Commissioner.

4. Quality Assurance

Core Trauma Therapy ensure all clinicians are registered and qualified to conduct sensitive business activities ensuring to maintain a high quality of service. Additional personal information will only be collected if necessary to maintaining a high standard of service to members and the community at large, and the individuals involved will be consulted by the means specified in the Privacy Act. Additional sensitive information as defined in the Privacy Act will only be collected with the consent of individuals involved.

5. Sharing of Information

We may share your personal information in the following circumstances:

- Sensitive information regarding the context of your counselling support with your consent to a third-party treatment support.
- Name, email, phone number, and booking details with third-party service providers who assist us in providing services, processing payments, or managing our website.
- In response to legal requests or to comply with applicable laws and regulations, such as any circumstance where there is a risk of harm to self or others.

6. Use of Third-Party Service Providers

We may use secure third-party service providers to assist with clinical administration and record keeping, including AI-assisted note transcription tools. These providers operate under privacy and security standards consistent with the Australian Privacy Principles and use industry-standard encryption. Where such tools are used, clients provide informed consent before it is utilised and may withdraw consent at any time. We take reasonable steps to ensure that any service provider handling health information maintains appropriate confidentiality and data security safeguards.

7. Your Rights

You have the following rights regarding your personal information:

- The right to access and update your information.
- The right to opt-out of certain communications.
- The right to restrict processing of your information.

8. Security

Processes of collection, storage, transfer, and use of personal information will be undertaken in a secure manner such that it fully protects all personal and sensitive information. On the cessation of connection with Core Trauma Therapy, the personal information will be held securely for as long as it is prudent in accordance with the Privacy Act and disposed of appropriately when the information is no longer necessary for the purposes for which it was collected.

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or our handling of your personal information, please contact us at admin@coretraumatherapy.com.au.