



CORE TRAUMA THERAPY - PRIVACY POLICY

Core Trauma Therapy is committed to protecting your privacy and managing your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

This policy outlines how your personal and sensitive information is collected, used, stored, and disclosed.

1. Information We Collect

We collect personal and sensitive information necessary to provide counselling services. This may include:

- Name, contact details, and emergency contact information
- Health information, including mental health history, presenting concerns, and treatment plans
- Session notes and communications
- Payment and billing information

We only collect information that is reasonably necessary for providing safe and effective services.

2. How Your Information Is Used

Your information is used to:

- Provide counselling and related services
- Communicate with you regarding appointments and care
- Process payments and manage administrative tasks
- Meet legal, ethical, and professional obligations

3. Storage and Security

Your information is stored securely using electronic record management systems with appropriate safeguards, including:

- Password protection, multi-factor authentication where appropriate, and role-based access controls
- Encryption and secure platforms
- Restricted access to authorised personnel only

Some information may be stored or processed using secure third-party providers, including cloud-based systems. These providers are required to meet privacy and security standards consistent with Australian regulations.

4. Use of Third-Party Services and AI Tools

We may use secure third-party services to support clinical administration, including AI-assisted note-taking tools.

Where used:

- You will be informed and consent will be obtained
- You may opt out at any time
- Reasonable steps are taken to protect confidentiality and data security

Where possible, information is minimised or de-identified.

5. Disclosure of Information

Your information may be disclosed:

- With your consent (e.g., to other healthcare providers)
- Where required or authorised by law
- Where there is a serious risk to your safety or the safety of others

Only the minimum necessary information will be shared.

6. Data Breaches

In the event of an eligible data breach, we will act in accordance with the Notifiable Data Breaches scheme, including notifying affected individuals and the Office of the Australian Information Commissioner where required.

7. Access and Correction

You may request access to or correction of your personal information by contacting us in writing.

- Requests will be responded to within a reasonable timeframe
- An administrative fee may apply

8. Data Retention

Client records are retained securely for a minimum of **7 years**, or longer where required by law, after which they are securely destroyed.

9. Your Rights

You have the right to:

- Access your personal information
- Request corrections
- Withdraw consent for certain uses (where applicable)
- Make a complaint regarding privacy concerns

10. Changes to This Policy

This policy may be updated from time to time. The latest version will be available on our website.

11. Contact

If you have questions or concerns, please contact:

Core Trauma Therapy

admin@coretraumatherapy.com.au.