

Love Therapy Australia – Privacy Policy

How we manage your privacy

At Love Therapy Australia we know privacy and confidentiality is vital to the work that we do. Love Therapy Australia obliges the Commonwealth *Privacy Act 1988* which contains information on how we protect your privacy and information.



What information do we collect from you?

To be able to offer our services it is essential for us to obtain some of your personal information including;

- Your name, email address, home address, phone number, emergency contact name and address.
- Case notes from sessions and copies of emails sent electronically.
- Any referral information from other services.
- Credit card information for payments.

How is your information stored?

We collect this information from you through our consent form. Your information is then stored electronically on an antivirus protected, password protected system. We are required to keep information for 7 years past the final point of contact. If the client is a minor, the record retention period is extended until the minor reaches the age of 25.

If you consent to provide us with your credit card details for payment – your card details will be provided to Stripe our funds transfer gateway provider. You can also select to have these details stored in Stripe for future payments. If you consent to storage of your credit card details – this information is stored within Stripe and not stored by Love Therapy Australia. We will never store any of your credit card information outside of Stripe.

When will you share my information?

As therapists we are obliged to share information with Child Protection upon request. We may also be called to provide information to the police for investigation purposes, or if subpoenaed appropriately.

Deidentified client case information may be shared on occasion at formal clinical supervision with registered clinical supervisors bound also by confidentiality.

We do not provide information to court process, nor do we write court reports.

When there is more than one person in attendance at a therapy session – we will not release information without the consent of both parties.

Why do you collect information?

We collect your personal information to communicate with you about your bookings, to send your invoices, and to use in the case of emergency. We also send information and updates on our organisation on a regular basis.

We prepare case notes in accordance with peak body requirements, and to document a record of therapeutic counselling interventions, and a summary of session content.

Can I access my information?

As a private company we are not bound by FOI law to release information. Any requests for copies of case notes will be handled on a case-by-case basis and may be refused in accordance with the peak body directions if release would;

- Be unlawful (refer to any relevant legislation in your jurisdiction);
- Pose a serious and imminent threat to the mental health or life of an individual;
- Have an unreasonable impact on privacy of others (for example where services are provided to couples, families or groups);
- Be frivolous or vexatious;
- Be prejudicial to an investigation or prosecution of alleged unlawful activity.