

Last updated: October 2025

1. Purpose

At Mind & Heart Grief Counselling, we respect your privacy and are committed to protecting the personal information you share with us, except where disclosure is required to prevent serious harm to yourself or others.

This Privacy Policy outlines how we collect, use, store, and protect your information. It also explains your rights in relation to that information.

This policy operates in accordance with the Australian Privacy Principles (Privacy Act 1988) and Health Records Act (2001), as well as our existing confidentiality obligations, including those set out by Occupational Therapy Australia Code of Ethics.

2. Definition of Personal Information

Personal information is information or an opinion (whether true or not, and whether recorded or not) about an individual who is identified or reasonably identifiable.

This may include:

- Name, address, date of birth
- Medicare details
- Email and contact information
- Billing and credit card details
- Medical history
- Other personal details collected as part of providing counselling and mental health services.

Sensitive information is a category of personal information with higher privacy protections under the Privacy Act. It may include information about your health, cultural background, political opinions, or sexual orientation. We will only collect sensitive information that is relevant to your care and only with your consent.

3. How We Collect Information

Most personal information is collected directly from you, for the purpose of providing counselling and mental health services.

We may collect information when you:

- Send us a message via the Reach Out section on our website.
- Participate in counselling and mental health sessions (in person, online, or by phone).
- Complete our client registration forms.
- Communicate with us by email or telephone.

We may also receive personal information from third parties, for example:

- From a parent or guardian if you are under 18 years old.
- From your GP or another health service as part of a referral.
- From other organisations or professionals involved in your care — but only with your consent.

All client information is stored securely in password-protected electronic files via Halaxy. You can view their privacy statement at <https://www.halaxy.com/article/privacy>.

4. Credit Card Information

Credit card information may be stored securely within Halaxy for billing purposes, but only with your consent. Mind & Heart Grief Counselling does not store credit card information outside of this platform.

5. Why We Hold Personal Information

We collect and hold personal information to:

- Provide counselling and mental health services.
- Conduct assessments and interventions.
- Maintain accurate clinical records.
- Support continuity and quality of care.

For children and individuals unable to provide informed consent, information is collected with the consent of a parent or guardian and used in accordance with this policy.

6. Duty of Care and Disclosure

In certain situations, we may need to share your information to protect you or others.

This includes if:

- You are being seriously harmed by someone.
- You are at risk of seriously harming yourself.
- Someone else is at risk of serious harm.

We may also disclose information when:

- Required by law (e.g. a court subpoena).
- You have given consent to share information with another person or organisation (e.g. parent, school, health service).
- It is reasonably expected as part of your care (e.g. to your referring GP under a Mental Health Care Plan).
- Disclosure is otherwise authorised or required by law.

Where possible, we will inform you before sharing information.

7. Access to Your Personal Information

You have the right to access your personal information subject to any applicable legal exceptions. Requests will be processed within the timeline outlined in the Australian Privacy Principles (Privacy Act 1988). Where inaccuracies are found, we will promptly rectify any inaccuracies on the basis of further information provided. Access may be declined in limited circumstances as outlined in the Australian Privacy Principles. If access is refused, you will be provided with written feedback.

To make a request, contact:

Kim Dang McDonald (Founder)

Email: kim@mindandheartgriefcounselling.com.au

8. Complaints

If you have a complaint about how your personal information has been collected or handled, please contact:

Kim Dang McDonald (Founder)

Email: kim@mindandheartgriefcounselling.com.au

We will investigate your complaint and respond within the timeline outlined in the Australian Privacy Principles (Privacy Act 1988).

If you are not satisfied with the outcome, you may contact the Office of the Australian Information Commissioner:

<https://www.oaic.gov.au/privacy/privacy-complaints>

9. Website Use

When you contact us through our website, we will use your email or phone number only to respond to your enquiry, follow up a referral, or provide relevant mental health support options.

Our website uses Koko Analytics to collect basic, anonymous website usage data through cookies. No personally identifiable information is collected through analytics.

10. Review of Policy

This Privacy Policy is reviewed annually or as required. Any updates will be posted on our website.