



THRYVE
COUNSELLING & WELLBEING

Privacy Policy

Thryve Counselling & Wellbeing Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (the Privacy Act). The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

WHAT IS PERSONAL INFORMATION AND WHY DO WE COLLECT IT?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, addresses, email addresses, and phone numbers.

This Personal Information is obtained in many ways including interviews, correspondence, by telephone, by email, via our online client management system Halaxy, through intake and assessment forms and from third parties. We don't guarantee website links or policy of authorised third parties.

We collect your Personal Information for the primary purpose of providing our services to you, providing information to our clients and marketing. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure.

In instances of Personal Information collection, we will, whenever appropriate and feasible, explain the rationale behind the data collection, as well as our intended use of the data.



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SENSITIVE INFORMATION

Sensitive information, as per the Privacy Act, encompasses data or viewpoints relating to an individual's racial or ethnic lineage, political perspectives, involvement in political groups, religious or philosophical convictions, association with trade unions or professional organizations, criminal history, or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- It will only be used with your explicit consent or when mandated or sanctioned by legal regulations.

THIRD PARTIES

Whenever it is reasonable and feasible, we will exclusively gather your Personal Information directly from you. Nevertheless, certain situations may arise where we receive information from third parties. In such instances, we will take appropriate measures to ensure that you are duly informed about the information shared with us by the third party.

DISCLOSURE OF PERSONAL INFORMATION

There are various situations in which your Personal Information might be disclosed, including:

- To third parties with your explicit consent for the purpose of use or disclosure; and
- When required or sanctioned by legal obligations.

SECURITY OF PERSONAL INFORMATION

We maintain measures to reasonably safeguard your Personal Information against misuse, loss, unauthorised access, alteration, or disclosure.

Once the purpose for which your Personal Information was obtained has been fulfilled and it is no longer required, we will undertake reasonable actions to either destroy or permanently de-identify your Personal Information. However, please note that a significant portion of Personal Information is or will be retained in client files, which we will store for a minimum duration of 7 years.



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ACCESS TO YOUR PERSONAL INFORMATION

You have the right to access the Personal Information that we possess regarding you, and you can also request updates or corrections to it, with some exceptions applying. Should you wish to access your Personal Information, kindly reach out to us in written form.

Thryve Counselling & Wellbeing Pty Ltd will not levy any charges for fulfilling your access request; however, an administrative fee may be applicable.

To uphold the security of your Personal Information, we will require verification of your identity prior to disclosing the requested information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION


Ensuring the accuracy and currency of your Personal Information is of utmost importance to us. We will undertake reasonable measures to ensure that your Personal Information remains accurate, comprehensive, and current. If you happen to identify that the information we possess is outdated or incorrect, we kindly request that you inform us at the earliest convenience. This will enable us to promptly update our records and sustain the provision of quality services to you.

POLICY UPDATES


This Policy is subject to periodic revisions, and the latest version is accessible on our website.

PRIVACY POLICY COMPLAINTS AND ENQUIRIES

If you have any queries or complaints about our Privacy Policy, please contact us at:

 166 Morayfield Road, Morayfield, Qld Australia

 info@thryvecounselling.com.au

 0401 273 958