

## PRIVACY POLICY

### Julie Tenner | Intimacy & Relationship Therapy

#### Our Commitment to Your Privacy

Your privacy matters deeply in this work.

This policy outlines how your personal information is collected, used, stored, and protected within this practice in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

#### What Information Is Collected

To support you effectively, I may collect personal and sensitive information, including:

- name, date of birth, and contact details
- address and emergency contact information
- relevant medical and mental health information
- information shared during sessions
- intake forms, emails, and written communication
- payment and billing information
- appointment and attendance records
- questionnaires, assessments, and surveys
- information provided through website enquiries and newsletter subscriptions
- voice messages and communications via approved support platforms where applicable

This may include **sensitive information** related to your health, relationships, or personal history.

#### How Information Is Collected

Your information may be collected through:

- intake forms
- email, phone, or SMS communication
- online booking systems
- during counselling sessions
- referrals from other practitioners (with your consent)
- website contact forms
- online questionnaires and assessments
- telehealth platforms such as Zoom
- payment and booking systems
- voice messaging platforms where applicable

## Why Your Information Is Collected

Your information is collected to:

- provide safe and appropriate counselling support
- understand your needs and history
- communicate with you regarding appointments and care
- meet legal and professional obligations
- maintain accurate client records
- process payments and manage bookings
- provide services, resources, programs, memberships, and educational content
- improve client experience and service delivery

### A. Storage and Security

Your information is stored securely to protect it from misuse, loss, or unauthorised access.

This may include:

- password-protected digital systems
- secure storage of written notes
- limited access to authorised individuals only

Your information may be stored electronically through secure practice management systems, password-protected devices, encrypted cloud-based storage systems, email platforms, telehealth platforms, and other systems used to deliver services. Reasonable steps are taken to protect information from misuse, interference, loss, unauthorised access, modification, or disclosure.

If a data breach occurs, I will take appropriate steps to investigate and respond in line with legal obligations.

### B. Disclosure of Information

Your information will not be shared with third parties without your consent, except where required or permitted by law, including:

- risk of serious harm to yourself or another person
- legal requirements (e.g. court order or subpoena)
- mandatory reporting obligations

Information shared in professional supervision is **de-identified**. Information may also be disclosed to other healthcare professionals or service providers where you have provided consent or where disclosure is otherwise authorised or required by law.

Some third-party service providers used by the practice may store information on servers located outside Australia, including the United States and other countries. These

providers may include website, email, booking, payment processing, telehealth, communication, and administrative support platforms. Reasonable steps are taken to ensure these providers maintain appropriate privacy and security standards.

### **C. Access and Correction**

You may request access to your personal information at any time. For couples counselling services, any records requested by one party may be released to all parties participating in the therapeutic agreement, in accordance with the Couples Transparency Agreement and the shared nature of the therapeutic record.

You may also request corrections if your information is inaccurate or incomplete.

Requests can be made via email and will be responded to within a reasonable timeframe. In some cases, a fee may apply for accessing records.

### **D. Retention of Records**

Client records are retained in accordance with applicable legal, professional, and insurance requirements. Once records are no longer required, they will be securely destroyed or permanently de-identified.

### **E. Complaints**

If you have concerns about how your information has been handled, you are encouraged to contact me directly so we can work towards resolution.

If you are not satisfied, you may contact:

**Office of the Australian Information Commissioner (OAIC)**

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

### **F. Changes to This Policy**

This policy may be updated from time to time to reflect changes in legislation or practice. The most current version will always be available upon request.

### **G. Use of Artificial Intelligence (AI) Tools**

From time to time, secure AI-assisted technology may be used to support clinical administration, documentation, communication preparation, and practice operations. Any use of AI-assisted technology is undertaken with consideration for privacy, confidentiality, and professional obligations. Information entered into these systems is not publicly shared and is only used for authorised practice purposes.

### **H. Marketing Communications**

If you subscribe to newsletters, free resources, events, courses, memberships, or other communications, your contact information may be used to send educational content, updates, and marketing communications. You may unsubscribe at any time using the unsubscribe link provided or by contacting the practice directly.

## **I. Contact**

If you have any questions about privacy or your information, please contact:

Julie Tenner | Intimacy & Relationship Therapy

Email: [hello@julietenner.love](mailto:hello@julietenner.love)

Website: [www.julietenner.love](http://www.julietenner.love)