



OLIVE GROVE COUNSELLING

Privacy Policy

This Policy was last reviewed and updated on: January 20, 2023

PRIVACY POLICY

Olive Grove Counselling values and respects the privacy of the people we deal with. Olive Grove Counselling is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

This Privacy Policy describes how we collect, hold, use and disclose your personal information, and how we maintain the quality and security of your personal information.

WHAT IS PERSONAL INFORMATION?

“Personal information” means any information or opinion, whether true or not, and whether recorded in a material form or not, about an identified individual or an individual who is reasonably identifiable. In general terms, this includes information or an opinion that personally identifies you either directly (e.g. your name) or indirectly.

WHAT PERSONAL INFORMATION DO WE COLLECT?

The personal information we collect about you depends on the nature of your dealings with us or what you choose to share with us.

THE PERSONAL INFORMATION WE COLLECT ABOUT YOU MAY INCLUDE:

- name
- mailing or street address
- date of birth
- email address
- phone number
- names and numbers of emergency contacts

HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

We may collect your personal information when you:

- interact with us over the phone
- interact with us in person
- interact with us online
- participate in surveys or questionnaires
- attend an Olive Grove Counselling event
- subscribe to our mailing list
- apply for a position with us as an employee, contractor, or volunteer

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use personal information for purposes in connection with our services, including the following purposes:

- provide you with information or services that you request from us
- deliver to you a more personalised experience and service offering
- improve the quality of the services we offer
- internal administrative purposes, such as formulations or assessment

HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

Olive Grove Counselling will take reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- having a robust physical security of our premises and databases/records
- storing your information for 7 years, after which it will be destroyed

ONLINE ACTIVITY

Cookies

The Olive Grove Counselling website uses cookies. A cookie is a small file of letters and numbers the website puts on your device if you allow it. These cookies recognise when your device has visited our website before, so we can distinguish you from other users of the website. This improves your experience and the Olive Grove Counselling website.

We do not use cookies to identify you, just to improve your experience on our website. If you do not wish to use the cookies, you can amend the settings on your internet browser so it will not automatically download cookies. However, if you remove or block cookies on your computer, please be aware that your browsing experience and our website's functionality may be affected.

HOW TO ACCESS AND CORRECT YOUR PERSONAL INFORMATION

Olive Grove Counselling will endeavour to keep your personal information accurate, complete, and up to date. If you wish to make a request to access and/or correct the personal information we hold about you, you should make a request by contacting us and we will usually respond within 7 days.

LINKS TO THIRD PARTY SITES

Olive Grove Counselling website may contain links to websites operated by third parties. If you access a third-party website through our website, personal information may be collected by that third party website. We make no representations or warranties in relation to the privacy practices of any third-party provider or website and we are not responsible for the

privacy policies or the content of any third-party provider or website. Third party providers/websites are responsible for informing you about their own privacy practices and we encourage you to read their privacy policies

INQUIRIES AND COMPLAINTS

For complaints about how Olive Grove Counselling handles, processes, or manages your personal information, please contact the Director. Note we may require proof of your identity and full details of your request before we can process your complaint. Please allow up to 14 days for Olive Grove Counselling to respond to your complaint. It will not always be possible to resolve a complaint to everyone's satisfaction. If you are not satisfied with Olive Grove Counselling's response to a complaint, you have the right to contact the Office of Australian Information Commissioner (at www.oaic.gov.au/) to lodge a complaint.

HOW TO CONTACT US

If you have a question or concern in relation to our handling of your personal information or this Policy, you can contact us for assistance as follows:

Email: info@olivegrovecounselling.com

Contact number: (07) 5449 9658

Post Attention: The Director, Olive Grove Counselling

Address: 202 Eumundi-Noosa Road, Noosaville, 4566