

Nourish Heal & Grow Psychology

Privacy Policy

As at December, 2023

1. Nourish Heal & Grow Psychology's commitment to privacy:

- 1.1. Nourish Heal & Grow Psychology ("us", "we" or "our") is committed to safeguarding the privacy of our clients, staff and guests of Nourish Heal & Grow Psychology, as well as those who visit our website.
- 1.2. Nourish Heal & Grow Psychology is bound by the Privacy Act 1988 (Cth) (Privacy Act), the Australian Privacy Principles, and other laws governing how health service providers handle your Personal Information and Sensitive Information (including information about your health).
- 1.3. This Privacy Policy (Policy) sets out how we collect and treat your Personal Information and Sensitive Information. The Policy applies to our website www.nhgpsychology.com.au, which is operated by us, and to the products and services provided by us.

2. Definitions

In this Policy:

- 2.1. "Personal Information" is categorised as information held by Nourish Heal & Grow Psychology, that may identify you, or by which your identity might be reasonably determined. The information you provide us may include, amongst other things, your name, address, email address and phone number. It does not include "Sensitive Information".
- 2.2. "Sensitive Information" means any information about an individual's racial or ethnic origin, political opinions, membership of a political organisation, religious beliefs or affiliation, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practices, criminal record or health information.

3. Collection of Your Data

- 3.1. To provide our services to you, Nourish Heal & Grow Psychology may receive and store Personal Information and Sensitive Information (together, 'your Data') that you enter onto our website, provide to us directly, or give to us in other forms, including our Intake and Consent Forms and during the use of our Services.
- 3.2. Your Data may include your:
 - 3.2.1. Contact details including name, phone number, address, and email address;
 - 3.2.2. Payment and billing information, which we may use to bill you for our services and to process your payments (including credit card details and Medicare details);
 - 3.2.3. Health information (both physical and mental health) including information relating to injuries past or present, or whether you are pregnant;
 - 3.2.4. Personal history and family history;
 - 3.2.5. Third party interactions; and
 - 3.2.6. Other information voluntarily provided by you.
- 3.3. Your Data is collected to ensure your safety and wellbeing, and, is necessary for the provision of services. It is also collected to send information, provide updates and process purchases of services provided by Nourish Heal & Grow Psychology.
- 3.4. Sensitive Information, which includes the definition of your Data relating to your health, will not be collected unless you consent to the collection of that information.
- 3.5. Nourish Heal & Grow Psychology collects your Data from you in a variety of ways, including but not limited to, via our website, email, phone, when your service is provided, and when you interact with us in anyway.
- 3.6. We may receive your Data from third parties. Those third parties may include your medical practitioners, hospitals, clinics, lawyers and/or family members. If we do, we will protect and use this information as set out in this Policy.
- 3.7. Our services are not directed to persons under 18, and we do not knowingly collect Personal Data from anyone under 18. If we become aware that a child under 18 has provided us with Personal Data, we will delete that information as quickly as possible. If you are a child's parent or guardian and believe they have provided us with Personal Data without your consent, please contact us.

- 3.8. If you do not wish for your Data to be collected in a way anticipated by this Privacy Policy, Nourish Heal & Grow Psychology may not be in a position to provide the service to you.

4. Use of Your Data

- 4.1. Personal Information collected by us will only be used and disclosed for the purpose for which it was collected as set out below. This includes maintaining your account and contact details, providing you with our services, and processing payments.
- 4.2. Nourish Heal & Grow Psychology may use Personal Information collected from you to provide you with information and updates on our services or opportunities available to you.
- 4.3. We may from time to time use your Personal Information for another purpose where it would be reasonably expected by you or if permitted by the Privacy Act. This includes to effect or enforce a transaction, or procure advice from legal and accounting firms, auditors and other consultants.
- 4.4. As part of our service provision, we, or a third party payment provider on our behalf (such as Stripe), may collect payment details (such as credit card details) for billing purposes. We (and our third party payment provider) will only use those details for billing for services you have requested from us. If you have any queries in relation to how payments are made and how your payment information may be stored, please contact us for more details.
- 4.5. Sensitive information will only be used and disclosed for:
 - 4.5.1. Providing information to your next of kin, doctor, or relevant authorities where failure to disclose the information would, in the reasonable belief of Nourish Heal & Grow Psychology, place a client or another person at serious risk to life, health or safety, or
 - 4.5.2. Your prior approval has been obtained to disclose or discuss the information with another person, such as your lawyer or your treating health professional.

5. Disclosure of Your Data

- 5.1. Nourish Heal & Grow Psychology may disclose your Personal Information (but not Sensitive Information) to any of our employees, officers, insurers, professional advisers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this policy.
- 5.2. Personal Information is only supplied to a third party when it is required for the delivery of our services.
- 5.3. We will not disclose, sell, share or trade your Personal Information to any third parties unless we first receive your consent, except as set out in this Policy.
- 5.4. We may from time to time need to disclose your Data to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request.
- 5.5. Information that we collect may from time to time be stored, processed in or transferred between parties located in countries outside of Australia.
- 5.6. If there is a change of control in our business or a sale or transfer of business assets, we reserve the right to transfer, to the extent permissible at law, our user databases together with any Personal Information, Sensitive Information and non-personal information contained in those databases. This information may be disclosed to a potential purchaser under an agreement to maintain confidentiality. We would seek to only disclose information in good faith and where required by any of the above circumstances.
- 5.7. By providing us with your Data, you consent to the terms of this privacy policy and the types of disclosure covered by this policy. Where we disclose your Personal Information to third parties, we request that the third party follow this policy regarding handling your personal information.

6. Security of Your Data

- 6.1. Nourish Heal & Grow Psychology is committed to ensuring that your Data is secure.
- 6.2. Nourish Heal & Grow Psychology will take reasonable steps to protect your Data from misuse, loss, unauthorised access and modification or disclosure.

- 6.3. Despite taking appropriate measures to protect your Data used and collected by us, please be aware that no data security measures can guarantee 100% security all of the time. The transmission and exchange of information is carried out at your own risk.
- 6.4. We cannot guarantee 100% security of your Data that you transmit to us, or receive from us. Although we take measures to safeguard against unauthorised disclosures of your Data, we cannot assure you that your Data we collect will not be disclosed in a manner that is inconsistent with this privacy policy.
- 6.5. In the event there is a breach of our security and Your Data is compromised, we will promptly notify you in compliance with the applicable law.

7. Access to your Information

- 7.1. You may request details of your Data that we hold about you in accordance with the provisions of the Privacy Act 1988 (Cth).
- 7.2. A small administrative fee may be payable for the provision of your Data. If you would like a copy of your Data which we hold about you or believe that any of your Data we hold about you is inaccurate, out of date, incomplete, irrelevant or misleading, please email us at admin@nhgpsychology.com.au
- 7.3. We reserve the right to refuse to provide you with your Data that we hold about you, in certain circumstances set out in the Privacy Act.

8. Website

- 8.1. When you visit the website of Nourish Heal & Grow Psychology www.nhgpsychology.com.au, we may collect certain information such as browser type, operating system, website visited immediately before coming to our site, etc.
- 8.2. This information is used in an aggregated manner to analyse how people use our site, such that we can improve our service.
- 8.3. Our website uses cookies to analyse website traffic and help us provide a better website experience. Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website.

- 8.4. Cookies and pixels may be used to serve relevant ads to website visitors through third-party services such as Google Adwords and Facebook Adverts. These ads may appear on other websites you visit.
- 8.5. Our website may contain links to other websites. These links are meant for your convenience only. Links to third-party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage you to be aware, when you leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy policy applies solely to information collected by Nourish Heal & Grow Psychology and the Nourish Heal & Grow Psychology website.

9. Marketing Emails

- 9.1. We may send you direct marketing emails and information about products and services that we consider may be of interest to you.
- 9.2. If, at any time, you would like to stop receiving these promotional emails, you may follow the opt-out instructions contained in any such email. Please note that it may take up to 10 business days (not including leave, sick days, or public holidays) for us to process email requested opt-out requests. If you opt-out of receiving emails or promotions from us, we still may send you emails about your account, any services you have requested or received from us, or for other customer service purposes. We do not provide your personal information to other organisations for the purposes of direct marketing.
- 9.3. If you receive communications from us that you believe have been sent to you other than in accordance with this Privacy Policy, or in breach of any law, please contact us using the details provided below.

10. Complaints about privacy

- 10.1. If you have any complaints about our privacy practices, please feel free to send in details of your complaints to: admin@nhgpsychology.com.au
- 10.2. We take complaints very seriously and we will respond as soon as we are reasonably able to do so after receiving written notice of your complaint.

11. Changes to privacy policy

11.1. Our Privacy Policy is subject to change.

11.2. Nourish Heal & Grow Psychology may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website, or through distribution by email. Please check back from time to time to review our privacy policy.