**Sound of Mind Counselling and Holistic Services Privacy Policy**

**Updated:** 18/07/2025

**1. Purpose of This Policy**

Sound of Mind Counselling and Holistic Services (“we”, “our”, “us”) is committed to protecting your privacy and managing your personal and health information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and the **Health Records and Information Privacy Act 2002 (NSW)**.

This policy explains how we collect, use, store, and disclose your personal and health information.

**2. What Information We Collect**

We collect personal and health information that is necessary for us to provide counselling and holistic services, including:

* Your **name, contact details, and date of birth**
* **Health information** such as medical history, mental health notes, and referrals
* **Emergency contact details**
* **Payment information**
* **Telehealth session details** (where applicable)

**3. How We Collect Your Information**

We collect information:

* Directly from you (in person, via phone, email, or through our website forms)
* From third parties (such as GP referrals or other health professionals) **with your consent**

**4. Why We Collect Your Information**

We collect your information to:

* Provide counselling and holistic services
* Communicate with you regarding your appointments
* Conduct telehealth sessions where required
* Meet legal and professional obligations
* Process payments and manage accounts

**5. How We Use and Disclose Your Information**

Your information is used only for the purposes listed above.  
We will **not disclose your personal or health information** without your consent, except where:

* Required by law (e.g., subpoena, mandatory reporting of harm)
* There is a serious threat to your life, health, or safety, or that of another person
* It is necessary to prevent a crime
* A referral is needed or requested
* Pertinent information is required to be shared with another professional involved in care in a case management, crisis or coordinated situation

**6. Telehealth Services and Privacy**

When you engage in telehealth counselling, your sessions will be conducted using a secure and encrypted platform.  
We take all reasonable steps to ensure your confidentiality and privacy during online sessions; however, we recommend you also take steps to maintain your privacy (e.g., using a private space and secure internet connection).

**7. Data Storage and Security**

* All client records are stored securely in an **encrypted digital practice management system** and/or locked physical storage
* We take reasonable steps to protect information from misuse, interference, loss, unauthorized access, modification, or disclosure
* Records are retained for a minimum of **7 years** (or for minors, until they turn **25**) in accordance with NSW law

**8. Access and Correction**

You have the right to request access to your personal and health information and to request corrections if you believe it is inaccurate or incomplete.  
Requests can be made by contacting us in session or via:  
📧 **Email:** hello@soundofmind.au  
📞 **Phone:** 0411 371 090

**9. Complaints**

If you believe your privacy has been breached, please contact us at the details above.  
If you are not satisfied with our response, you may contact:

* **NSW Health Care Complaints Commission:** www.hccc.nsw.gov.au
* **Office of the Australian Information Commissioner (OAIC):** [www.oaic.gov.au](https://www.oaic.gov.au)

**10. Updates to This Policy**

This Privacy Policy may be updated from time to time. The latest version will always be available on our website:  
🌐 [**www.soundofmind.au**](http://www.soundofmind.au)