

PRIVACY POLICY

At Bridge to Balance Counselling, we are dedicated to delivering high-quality services to you. This policy outlines how we handle your personal information and our responsibilities regarding its management.

We follow the Australian Privacy Principles (APPs) set forth in the Privacy Act 1988 (Cth). These principles govern how we collect, use, disclose, store, protect, and dispose of your personal information.

You can view the Australian Privacy Principles on the website of the Office of the Australian Information Commissioner at www.aoic.gov.au.

WHAT IS PERSONAL INFORMATION & WHY DO WE COLLECT IT?

Personal information is any data that can identify an individual. Examples include names, addresses, email addresses, and phone numbers.

We gather personal information through direct communication (such as phone calls or emails), via our website (bridgetobalancecounselling.com.au), from public sources, media, publications, or third parties. However, we cannot guarantee the privacy practices of external links or authorised third parties.

The main reason we collect your personal information is to provide our services to you. We may also use it to share information with other agencies you may be involved with. Additionally, we may use your personal information for related secondary purposes, where you would reasonably expect it. You can opt out of marketing or mailing lists by contacting us directly or unsubscribing via links in our communications.

Whenever we collect your personal information, we will, where applicable, explain the purpose of the collection and how we intend to use it.

SENSITIVE INFORMATION

Sensitive information includes details about an individual's race, political views, religion, union membership, criminal history, or health information.

We will only use sensitive information in the following circumstances:

- For the purpose it was originally collected.
- For a related secondary purpose.
- With your consent, or where required or permitted by law.

THIRD PARTIES

While we will aim to collect personal information directly from you, there are instances where we may receive it from third parties. If this happens, we will take steps to ensure you are aware of the information provided by these third parties.

DISCLOSURE OF PERSONAL INFORMATION

Your personal information may be shared in the following situations:

- When you provide consent for us to share or use it.
- If required or authorized by law.

SECURITY OF PERSONAL INFORMATION

We store your personal information in a way that helps protect it from misuse, loss, and unauthorised access or modification.

If your personal information is no longer needed for its intended purpose, we will take steps to safely destroy or de-identify it. However, some information may be retained in client files for at least 7 years.

ACCESS TO YOUR PERSONAL INFORMATION

You have the right to request access to the personal information we hold about you, and to update or correct it, if necessary, subject to certain exceptions. To make a request, please contact us in writing.

We do not charge a fee to access your personal information, but there may be an administrative fee for providing copies of the information. We may also require identification to release your information.

MAINTAINING THE QUALITY OF YOUR PERSONAL INFORMATION

It is important that the personal information we hold is accurate and up to date. We will take reasonable steps to ensure that your information is correct. If you notice any inaccuracies, please notify us as soon as possible so we can update our records and continue providing quality service.

POLICY UPDATES

This Privacy Policy may be updated occasionally and will always be available on our website.

PRIVACY POLICY COMPLAINTS & INQUIRIES

If you have any questions or concerns about our Privacy Policy, please contact us at: bridgetobalancecounselling@gmail.com

Add an executive summary. This summary should start with a succinct overview of the company and client, highlighting core challenges and opportunities. Clearly articulate primary goals, ensuring they are measurable and have specific targets. Briefly summarize the key strategies designed to achieve these objectives. Incorporate a concise analysis of the competitive landscape and emphasize your company's unique strengths. Conclude with a high-level financial projection and a compelling call to action, encouraging stakeholders to review and support the plan.


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