**PRIVACY POLICY**

The business

Amira Kay is a psychotherapist and counsellor. The business registered address is PO Box 245, Balaclava, VIC, 3183.

This notice describes how Amira Kay uses and protects any information given to the business when you use the website and/or application forms and/or the services provided.

Amira Kay is committed to ensuring your privacy is protected. Where you are asked to provide certain information by which you can be identified, you can be assured it will only be used in accordance with this Privacy Policy.

This policy sets out your individual rights and in summary they include what data is held about you, how it is held and security measures in place to keep it safe.

This policy is displayed on the amirakay.com website, can be obtained free as a paper copy if using the services or sent via email upon request.

What personal information is collected, why and how it is collected

Contact information will be collected from individuals who:

* complete a contact form from the amirakay.com website
* subscribe to any social media channels used by the business such as Facebook
* share contact details in a direct email, face-to-face or if referred by a third party
* from any contact by telephone or SMS enquiring about the services offered.

By giving such information, you consent to share this data with Amira Kay.

If you subscribe to receive any newsletter or mailings, Amira Kay will store your email address. You may unsubscribe at any time by contacting Amira Kay.

When a client engages in service provided by Amira Kay, further information will be collected in face-to-face consultations, over the telephone or using online video calls. This will be held as accurate and pertinent client records to document and review the services provided and for protection from professional liability.

Client records include any information (including information stored electronically) used to document the nature, delivery, progress or results of counselling and psychotherapy or any other services. This may include but is not limited to:

* Identifying data for the client
* Referral information (if applicable)
* Dates and types of services and fees
* Details of services provided for example: intake or assessment information; details of the counselling or psychotherapy contract; intervention plans; consultation notes; reports; psychometric testing results.

*Cookies*

Website usage information is collected using cookies.

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

Your browser can be set not to accept cookies however in a few cases some of the website features may not function as a result.

Storage of personal information

Amira Kay does not share your personal data with anyone unless explicit informed consent has been provided from you. However there are a few exceptions where sharing data may be required.

1. Where care of the client is being transferred to another practitioner and the client has consented to the records being accessed.
2. In a multi-disciplinary setting where the client has consented to the records being accessed by other professionals to support the delivery of the service.
3. Where this is a legal requirement for disclosure.
4. As a member of Psychotherapy and Counselling Federation of Australia (PACFA), Amira Kay is bound by a Code of Ethics. It may be necessary to disclose client records or information about a client to third parties if there is a direct and imminent threat to the safety or health of the client or of another person. For example, she may be required to provide information to protect the client from suicide or self-harm, to assist in the care or treatment of the client, or to prevent harm to another person.
5. Under the PACFA Code of Ethics Amira Kay is bound to undertake regular supervision to be able to deliver the services offered. It may be necessary to disclose part of a client’s records to a supervisor to ensure effective oversight of her services. Any records disclosed to a supervisor will be de-identified to protect the client’s confidentiality.

Retention of data

Amira Kay retains personal information and records only for as long as required to provide services. There may be instances where federal, state and local laws and regulations govern records retention. Where there are no such laws or regulations she is guided by PACFA to retain client records for a minimum of 7 years after the last contact with the client. If the client is a minor, the record retention period is extended until the minor reaches the age of 25.

When client records are disposed of, this is done in an appropriate manner that ensures nondisclosure and preserves confidentiality.

Approaches to security and risk management

Amira Kay is the person in the business responsible for ensuring privacy and confidentiality is maintained.

Electronic devices that contain or give access to sensitive data and notes will be stored and secured at all times to maintain confidentiality.

Data is encrypted upon exchange and stored according to the highest standards by Amira Kay’s service providers. Access to personal information is regularly monitored by Amira Kay.

*Breaches of security*

Where a breach of security is discovered, you will be informed and all necessary measures will be taken to limit damage either through the business or its service providers.

Our service providers

The following are our service providers:

* Apple
* Wix (wix.com)
* Google (including Gmail and G-suite)
* Microsoft (including Hotmail)
* Crazy Domain

Our service providers may collect analytics to provide and improve functionality of their services.

How to access and/or correct personal information held by individuals

Individuals have a right to request access to personal information that Amira Kay holds about them. Individuals also have a right to request personal information held by Amira Kay to be corrected. To make such requests please in contact in writing Amira Kay at either contact below:

Email: **iamamira1@hotmail.com**

Address: PO Box 245

Balaclava VIC 3183

Australia

How to complain

If an individual has cause for complaint about how personal information has been used by Amira Kay a formal complaint can be made in writing to Amira Kay at PO Box 245, Balaclava, VIC, 3183. A response will be made within 30 days of receiving any complaints.

If the response is unsatisfactory the complaint can be referred to the OAIC. An explanation of how to do this can be found at their website: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or in writing at GPO Box 5218, Sydney, NSW 2001.

Changes to the privacy policy

Amira Kay reserves the right to make changes to this Privacy Policy. The policy is kept under regular review and any updates will be shown on this web page. This privacy policy was last updated 28 March 2019.