Privacy Policy

Last updated: 26 May, 2025

Your privacy and confidentiality are of the utmost importance. This Privacy Policy outlines how we collect, use, store, and protect your personal information in accordance with the Australian Privacy Principles under the **Privacy Act 1988 (Cth)**.

1. What Information We Collect

We may collect and store the following types of personal information:

- Personal details: Name, date of birth, address, contact details.
- **Health information**: Relevant history, presenting concerns, notes from sessions.
- Administrative data: Payment details, appointment history, emails/messages exchanged.

This information is collected directly from you during intake, through forms, or during sessions.

2. How Your Information Is Used

Your personal and health information is used to:

- Provide safe and effective therapy services.
- Maintain accurate client records.
- Communicate with you (e.g., appointment reminders, updates).
- Fulfill legal and regulatory requirements.

We do **not** use your information for marketing purposes without your consent.

3. Storage and Security

All personal information is stored securely in password-protected systems or encrypted files. Physical records (if any) are stored in locked cabinets accessible only to the practitioner.

We take reasonable steps to:

- Prevent unauthorised access, modification, or disclosure.
- Ensure accuracy and completeness of records.
- Safely destroy or de-identify records when no longer required by law.

4. Disclosure of Information

We will not disclose your personal information to any third party without your consent, except where:

- It is required by law (e.g., court orders, mandatory reporting).
- There is a serious risk to your safety or the safety of others.
- You have provided written consent (e.g., sharing reports with a GP or other provider).

5. Access to Your Information

You have the right to:

- Request access to your personal information.
- Request corrections if you believe the information is inaccurate or incomplete.

Requests can be made in writing, and we will respond within 30 days.

6. Website and Online Privacy

When you visit our website, we may collect non-identifying information such as:

- Your IP address, browser type, and pages visited.
- Use of cookies for site functionality and analytics.

We do not use this data to identify individual users unless required by law.

7. Third-Party Services

If you use online booking, telehealth platforms, or payment systems, please note that these may collect data in accordance with their own privacy policies. We only use reputable, secure platforms aligned with Australian privacy standards.

8. Contact Us

If you have any questions about this policy or concerns about your privacy, please contact:

James Cremin

findme@jamescremin.au +61 402 00 66 99

9. Updates to This Policy

We may update this policy from time to time to reflect changes in practice or legal requirements. The most recent version will always be available on our website.