



ASCENT SPACE COUNSELLING

Tap in, Rise beyond

Privacy Policy

Business Name: Ascent Space Counselling

ABN: 54875015021

Practitioner: Linda Hajjar (ACA Member)

Contact: ascentspacecounselling@gmail.com

Effective Date: January 2026

1. Purpose

Ascent Space Counselling is committed to protecting your privacy and handling your personal information in a respectful, transparent, and secure manner. This Privacy Policy outlines how personal and sensitive information is collected, used, stored, and disclosed in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles (APPs)**.

2. Information Collected

Ascent Space Counselling may collect:

- Personal information including name, date of birth, contact details, and emergency contact information
- Sensitive information including relevant health and wellbeing details, counselling notes, and session records
- Information collected through online consent or intake forms completed via secure third-party platforms
- Billing and payment information

Sensitive information is collected only when necessary to provide counselling services and with the client's informed consent.

3. Purpose of Collection

Personal and sensitive information is collected for the primary purpose of providing counselling services, managing appointments and communication, maintaining accurate clinical records, and meeting ethical, legal, and professional obligations.

4. Collection of Information

Information is collected directly from you through:

- Intake and consent forms
- Email communication
- Website contact forms
- Halaxy's secure system
- Online or in-person counselling sessions

Information may also be collected when you register for or participate in workshops, webinars, or group programs delivered online or in person.

5. Storage and Security

Your information is stored securely using Halaxy, a clinical practice management system that uses encrypted, industry-standard security measures. Additional protections include:

- Password-protected devices
- Secure, encrypted telehealth platforms
- Restricted practitioner-only access
- Secure storage of any physical documents

Some secure third-party services used in the delivery of counselling may store data on servers located outside Australia. These services use industry-standard security measures to protect your information.

Reasonable steps are taken to safeguard your information from loss, misuse, unauthorised access, modification, or disclosure.

6. Disclosure of Information

Your information will not be disclosed to third parties without your consent, except where required or authorised by law, including situations involving:

- Serious and imminent risk to yourself or others
- Concerns about the safety of a child or vulnerable person

- Legal requirements such as subpoenas or court orders

Where possible, disclosures will be discussed with you beforehand.

7. Access and Correction

You may request access to your personal information or request corrections if you believe it is inaccurate. Requests will be handled in accordance with legal and ethical guidelines.

8. Retention of Information

Ascent Space Counselling retains your personal and health information for the minimum period required by NSW law and professional guidelines:

- Adult clients (18+): Records are retained for 7 years from the date of your last counselling session or contact.
- Records may be kept longer if required by law (e.g., potential legal proceedings, complaints, or mandatory reporting obligations) or where there is a clinical, ethical, or professional reason to do so.

Once the retention period expires and no further need exists, information will be securely destroyed or permanently de-identified in accordance with the **Health Records and Information Privacy Act 2002 (NSW)**, the **Privacy Act 1988 (Cth)**, and best practice.

9. Privacy Complaints

If you have a concern about how your personal information has been handled, you are encouraged to raise it directly with Ascent Space Counselling. If unresolved, you may lodge a complaint with:

Office of the Australian Information Commissioner (OAIC) Website: www.oaic.gov.au
Phone: 1300 363 992

10. Review and Updates

This Privacy Policy may be updated from time to time to ensure ongoing compliance with privacy laws and best practice. The current version is effective from January 2026. Please review it periodically or contact **ascent.space.counselling@gmail.com** for the most up-to-date information.