

# PRIVACY POLICY

*Last Updated: 8th November 2023*

This Privacy Policy outlines how Congruence Psychology (ABN 33985703057), collects, uses, discloses, and protects personal information. We are committed to ensuring the privacy and security of the personal information of our clients. This policy complies with the requirements of the Australian Privacy Principles as outlined in the Privacy Act 1988.

## **1. Collection of Personal Information**

We may collect personal information, which includes any information or an opinion that identifies an individual, such as names, addresses, email addresses, phone numbers, and other personally identifying information, to provide psychological services. Personal information is collected when it is voluntarily submitted via our enquiries form, email, or any other format in which you knowingly enter your personal information. We may need to collect this personal information to provide you with further services or to answer or forward any requests or inquiries.

## **2. Use and Disclosure of Information**

Personal information that visitors submit to our site is used only for the primary purpose for which it is submitted or for any other purpose related to the primary purpose. Examples of primary purposes include providing our psychological services to you. If your data is to be used in any other way not associated with the primary purpose, we will disclose these other uses to you in this Privacy Policy or at the time the personal information is obtained. The personal information is obtained in various ways, including in consultations, by telephone and email, via our website ([www.congruencepsychology.com](http://www.congruencepsychology.com)), social media channels, from third parties, and sometimes from publicly available sources. Copies of correspondence sent from the website that may contain personal information are stored as archives for record-keeping and back-up purposes only.

Personal information may be disclosed where we are required to comply with a legal requirement, such as a law, regulation, court order, subpoena, or warrant, in the course of a legal proceeding, or in response to a law enforcement agency request. Additionally, your personal information may be disclosed to contractors to enable them to provide their services to us (for example, administrative staff who will require access to your personal information to enable you to continue to access our service).

## **3. Security**

While no data transmission over the Internet can be guaranteed to be totally secure, we strive to ensure the security, integrity, and privacy of personal information submitted to our sites, and we review and update our security measures considering current technologies. We aim to take necessary steps to protect the personal information you may transmit to us or from our online products and services.

Please also note that any employees or contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorized access to your personal information.

## **4. Cookies and Google**

If you use our website, we may utilise 'cookies' which enable us to monitor traffic patterns and serve you more efficiently if you revisit the Congruence Psychology website. In most cases, a cookie does not identify you personally but may identify your internet service provider or computer. However, in some cases, cookies may collect and store personal information about you.

We also use permanent cookies to enable basic web traffic analysis using Google Analytics. This helps us prioritise enhancements to our website and increase its productivity.



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## 5. Access to Information

We will endeavour to take all reasonable steps to keep secure any information which we hold about you and to keep this information accurate and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us to have the information corrected.

## 6. Links to Other Sites

Our website may contain links to other websites. These links are intended for your convenience only. Please be aware that we are not responsible for the privacy practices of such other websites.

## 7. Consent

By using our website or our services, you are agreeing to the terms of this Privacy Policy.

## 8. Changes to the Privacy Policy

This Privacy Policy may be updated periodically to reflect changes in our practices or legal requirements. The most recent version will always be available on our website.

## 9. Contact Information

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact:

Congruence Psychology | Alysha Sarah

[hello@congruencepsychology.com](mailto:hello@congruencepsychology.com)

ABN: 33985703057

