

# Privacy Policy

We are committed to protecting your privacy and handling your information with care and transparency. This policy outlines how we manage your data in accordance with the *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles (APPs)*.

## 1. Information We Collect

We collect information necessary to provide high-quality therapeutic services. This includes:

- **Personal Information:** Names, contact details, and dates of birth.
- **Sensitive Information:** Health history, session notes, and family information provided during consultations.

We collect this data via our website forms, intake documentation, and during therapy sessions.

## 2. How We Use Your Information

Your data is used strictly to:

- Provide Child-Centered Play Therapeutic services.
- Manage appointments and administrative tasks (e.g., via Halaxy).
- Communicate with you regarding your child's progress or service updates.
- Meet our legal and ethical obligations as a therapist.
- Enable payment of invoices.

## 3. Data Protection and Confidentiality

Your information is stored securely on a password protected laptop and via Halaxy. Information shared in therapy is confidential; however, there are legal exceptions where we may be required to disclose information:

1. If there is a clear risk of significant harm to the client or another person.
2. If the file is subpoenaed by a court of law.
3. With your written consent to liaise with other professionals (e.g., GPs or teachers).

### 3.1. Third-Party Service Providers

To provide a seamless and secure experience, we use the following trusted third-party platforms:

- **Halaxy:** We use Halaxy to manage our appointments, session notes, and patient records. By using our services, you acknowledge that your information will be stored on Halaxy's secure, encrypted servers

located in Australia. Halaxy uses bank-grade security and is compliant with the Australian Privacy Principles. You can view Halaxy's privacy policy at [www.halaxy.com/privacy](http://www.halaxy.com/privacy).

- **Square & PayPal:** For secure payment processing. We do not store your financial details locally.
  - **Square:** Your data is handled in accordance with Square's Australian Privacy Policy.
  - **PayPal:** Your data is subject to PayPal's Privacy Statement. Sunny Nook Play Therapy does not store your full credit or debit card numbers on our own systems.
- **Google Workspace:** For secure email communication ([sunnynookpt@gmail.com](mailto:sunnynookpt@gmail.com)).

#### **4. Website Use**

Our website uses cookies to improve user experience. These do not identify you personally but help us understand how the site is used. You may disable cookies in your browser settings.

##### **4.1. Website Use & Third-Party Links**

Our website may contain links to external sites (like Halaxy for booking). We are not responsible for the privacy practices of these external sites. We also use standard security measures to protect information submitted via our website contact forms, but please be aware that no internet transmission is 100% secure.

#### **5. Your Rights**

You have the right to request access to the personal information we hold about you and to request corrections if you believe the information is inaccurate.

#### **6. Changes to This Policy**

We may update this policy to reflect changes in our practice or legal requirements. Updated versions can be obtained upon request.

#### **7. Contact & Complaints**

If you have questions or wish to make a complaint about how your data has been handled, please contact us at [sunnynookpt@gmail.com](mailto:sunnynookpt@gmail.com). If we cannot resolve your concern, you may contact the Office of the Australian Information Commissioner (OAIC) at [www.oaic.gov.au](http://www.oaic.gov.au).

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