



the Voice  
Sanctuary

Louisa D Pearce

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Social Worker AASW# #457155

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## PRIVACY POLICY

SOCIAL WORK – THERAPY | TRAINING

### OVERVIEW

Louisa Dent Pearce, sole trader of The Voice Sanctuary ABN 31 325 107 574, is committed to complying with the Privacy Act 1988, and the Australian Privacy Principles under that Act, and the privacy provisions of all applicable legislation.

This Privacy Policy covers all personal information that I collect and hold which identifies an individual.

### COLLECTING INFORMATION

When I collect personal information from you, I will ensure:

- ∞ I explain to you why I am collecting the information and how I plan to use it;
- ∞ I only collect information that is necessary for the delivery of my services to you.

The type of personal information I collect about you depends on the services you engage with, and could include:

- ∞ Contact information (e.g. name, address, email address and phone numbers)
- ∞ Contact information of your support team (e.g. emergency contacts, loved ones, support coordinators or other mental health professionals)
- ∞ Intake, registration and/or service agreement information (e.g. health information, your reasons for seeking services, your goals)
- ∞ Session notes
- ∞ Billing and payment information
- ∞ Health information about you from other health service providers, where you have consented to us collecting that from those third-party providers.

Where you choose not to provide requested information, I will advise you of any consequences this non-disclosure may have. For example, withholding certain information may limit my ability to provide relevant offers or services to you.

### SENSITIVE INFORMATION

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

I will treat any sensitive information with the utmost security and confidentiality. Sensitive information will be used only:

- ∞ For the primary purpose for which it was obtained, or for a secondary purpose that is directly related to the primary purpose;
- ∞ With your consent; or
- ∞ Where required or authorised by law.

## COLLECTING PERSONAL INFORMATION

Some of the common ways I collect personal information include:

- ∞ When you contact me or make an enquiry via my website, email, phone or social media platforms;
- ∞ When you fill out my client intake form and/or NDIS service agreement;
- ∞ When you purchase a product from my website, via email or in person;
- ∞ If you register for my newsletter subscription via my website, or by attending a training session, conference, expo or other means;
- ∞ After therapy sessions, when writing session notes.

Where it is reasonably practical to do so, I will collect your personal information directly from you.

However, in certain cases, I may collect personal information from third parties, such as:

- ∞ From referrals or reports from other health professionals;
- ∞ From information provided an NDIS Support Coordinator or Recovery Coach on your behalf.

## PURPOSES FOR HANDLING YOUR PERSONAL INFORMATION

In general, I will collect, use and disclose your personal information so that I can provide my goods and services to you and for purposes connected with my business operations. Some of the specific purposes are as follows:

- ∞ To contact you, including via SMS and email, by mail, by phone or in any other lawful manner;
- ∞ To inform you of updates to existing products or services, and new products or services;
- ∞ To provide you with my services of therapy, training or respites;
- ∞ To comply with my legal and regulatory obligations;
- ∞ To protect the security, health and safety of my premises, facilities and colleagues;
- ∞ To address any issues or complaints that you raise.

## DISCLOSING INFORMATION

Your personal information may be disclosed to third parties, in connection with the purposes for which I collected your personal information, as described above. This may include the following types of third parties:

- ∞ My suppliers and organisations that provide me with technical and support services or who manage some of my business functions;
- ∞ My colleagues and contractors who assist me to provide services to you (e.g. during respites)
- ∞ My accountants, insurers, lawyers, auditors, supervisors and other professional advisers;
- ∞ Any third parties to whom you have directed or permitted me to disclose your personal information (e.g. your emergency contacts).

I may also disclose your personal information where disclosure is authorised, compelled or permitted

by law, which includes:

- ∞ If I have a legitimate concern about immediate risk of harm to you or others;
- ∞ For the mandatory reporting by law of child sexual abuse, physical abuse or neglect;
- ∞ If you are involved in a court matter, and the court subpoenas my session notes.

## OVERSEAS TRANSFERS

Some of the third parties to whom I may disclose personal information are located outside Australia. In the ordinary course of business I commonly disclose personal information to recipients located in the USA (WIX website host services) and Germany (Mailbox cloud storage).

## MARKETING AND OPT-OUT

From time to time, I may provide you with information and advertisements about products, services and promotions either from me, or from third parties who may be of interest to you, where you have asked me to, or have otherwise consented to, or where it is permitted by law.

The most common way for me to do this is via my newsletter (email), or through social media.

I will always provide you with a nil-cost and easy way to “opt-out” from receiving any marketing communications and product offers. You can also opt-out by contacting me (see "Contact details" section below).

## ACCESSING AND CORRECTING YOUR PERSONAL INFORMATION

You may contact me (see "Contact details" section below) to request access to the personal information that I hold about you and/or to make corrections to that information at any time. I will respond to all requests within a reasonable time.

On the rare occasion if I refuse access or changes (which I will only do in accordance with applicable laws), I will provide you with a written notice stating my reasons.

I will not charge any fee for your access request but I may charge an administrative fee for providing a copy of your personal information.

To protect your personal information, I may require identification from you before releasing the requested information.

## STORAGE AND SECURITY

I will hold personal information in any of these ways:

- ∞ Secure physical records;
- ∞ Electronically on my computer systems;
- ∞ On cloud storage, and in some cases, on third-party servers.

I will take all reasonable steps to keep your personal information secure, safe and protected from misuse, interference, loss or unauthorised access.

When your personal information is no longer needed for the purpose for which it was obtained and is

not required to be kept by law, I will take reasonable steps to destroy or permanently de-identify it. I may need to retain records containing personal information to comply with record-keeping obligations, and for other legitimate business purposes (such as quality assurance).

### DATA QUALITY

I will take all reasonable steps to ensure that the data I collect, use or disclose is accurate, complete and up to date and has been obtained directly from you or other reputable sources.

If you find that the information I have is not up to date or is inaccurate, please advise me as soon as practicable so I can update your records.

### AVAILABILITY AND REVIEW OF POLICY

My Privacy Policy is available upon request and can be downloaded from my website.

This Policy will be reviewed from time to time and any amendments will be incorporated into the updated version.

### COMPLAINTS

If you have any questions, concerns or complaints about this Privacy Policy or how I handle your personal information, including if you believe I have breached the Australian Privacy Principles, please contact me (see "Contact details" section below).

I take all complaints seriously and will respond to your complaint in accordance with any applicable timeframes imposed by law and otherwise within a reasonable period. We request that you cooperate with me during this process and provide me with any relevant information that I may need.

If you are dissatisfied with the handling of your complaint, you may contact:

**Office of the Australian Information Commissioner**

GPO Box 5288, Sydney NSW 2001

Telephone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

<https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us>

### CONTACT DETAILS

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### ACKNOWLEDGEMENTS

This Privacy Policy was created using a template provided by the Australian Association of Social Workers (AASW), which includes content from these resources:

- Template Privacy Policy for Private Practitioners, Allied Health Professions Australia (AHPA)
- Privacy Policy Template, Business Victoria