

Privacy Policy – Hans Seiwald Counselling

Effective Date: 10/03/2026

Website: www.seiwald.com.au

Email: hans@seiwald.com.au

1. Introduction

Hans Seiwald Counselling is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles.

This Privacy Policy explains how I collect, use, store, and disclose personal information obtained through my counselling services, website, booking systems, and telehealth platforms.

By using my website or engaging with my services, you agree to the terms of this Privacy Policy.

2. Disclosure of Personal Information and Mandatory Reporting

All information shared in counselling sessions is treated as confidential.

However, confidentiality may be broken if (Mandatory Reporting):

- There is serious risk of harm to yourself or another person
 - There is suspected abuse or neglect of a person under 18 or vulnerable person
 - Disclosure is required by legal obligations or court order
 - When consulting with professional supervisors (de-identified)
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3. What Personal Information I Collect

I may collect personal information including:

Identification Information

- Name
- Email address
- Phone number
- Date of birth
- Emergency contact details

Health Information

- Information about your mental health, wellbeing, and counselling goals
- Session notes and assessments
- Medical or psychological history relevant to counselling

Booking and Payment Information

- Appointment details
- Billing information
- Payment records

Website Information

- IP address
- Browser type
- Pages visited
- Cookies or analytics data

Health information is considered **sensitive information** and is handled with additional care.

4. How I Collect Information

I collect personal information in several ways, including when you:

- Fill out forms on my website
- Book appointments through my online booking system
- Contact me by email, phone, or online forms
- Participate in counselling sessions
- Use telehealth services such as Zoom
- Subscribe to newsletters or resources

Where possible, I collect information **directly from you**.

5. Why I Collect Your Information

Your personal information is used to:

- Provide counselling services
- Schedule and manage appointments
- Communicate with you about your care
- Maintain counselling records
- Process payments
- Improve my website and services
- Meet legal and ethical obligations

I will only use your information for purposes that are **reasonably necessary for providing counselling services**.

6. Online Booking and Telehealth

If you use my online booking or telehealth services, your information may be processed through secure third-party platforms such as:

- Practice management software (e.g. Cliniko)
- Video conferencing platforms (e.g., Zoom)
- Payment processors

These providers have their own privacy policies and security practices.

I take reasonable steps to ensure third-party services used by my practice protect your personal information.

7. Storage and Security

I take reasonable steps to protect your information from misuse, loss, or unauthorised access.

Security measures may include:

- Secure practice management systems
- Password-protected files
- Encrypted digital storage
- Limited access to client records

Client records are retained in accordance with professional and legal record-keeping requirements.

8. Access to Your Information

You may request access to the personal information I hold about you.

If you believe your information is incorrect or outdated, you may request corrections.

Requests can be made by contacting me at:

Email: hans@seiwald.com.au

I will respond within a reasonable timeframe.

9. Cookies and Website Analytics

My website may use cookies or analytics tools to understand how visitors use the site.

This information may include:

- Pages visited
- Time spent on the site
- Device or browser type

This data helps us improve website functionality and user experience.

You may disable cookies through your browser settings if you prefer.

10. Third-Party Links

My website may contain links to other websites or services.

I am not responsible for the privacy practices of external websites and encourage you to review their privacy policies.

11. Complaints

If you believe your privacy has been breached, you may contact me using the details below.

I will investigate your complaint and respond as soon as reasonably possible.

If you are not satisfied with my response, you may contact the Office of the Australian Information Commissioner (OAIC).

12. Contact Information

For questions about this Privacy Policy or your personal information, please contact:

Hans Seiwald Counselling

Email: hans@seiwald.com.au

Phone: +61 480 189 653

13. Updates to This Policy

This Privacy Policy may be updated from time to time to reflect changes in legal requirements or my services.

The latest version will always be available on my website.