

# PRIVACY POLICY

## Introduction

**Christene Nissen & Associates** is committed to protecting the privacy of personal information which **Christene Nissen & Associates** collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

## Purpose

The purpose of this document is to provide a framework for **Christene Nissen & Associates** in dealing with privacy considerations.

## Authorisation

Principal      **Christene Nissen**

## Policy

**Christene Nissen & Associates** collects and administers a range of personal information for the purposes of counselling. **Christene Nissen & Associates** is committed to protecting the privacy of personal information it collects, holds and administers.

**Christene Nissen & Associates** recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

In broad terms this means that we:

- Collect only information which **Christene Nissen & Associates** requires for its primary function;
- Ensure that clients are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide clients with access to their own information, and the right to seek its correction.

**DISCLAIMER:** While all care has been taken in the preparation of this material, no responsibility is accepted by Christene Nissen and Associates, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource is to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice.

**Christene Nissen & Associates** will adhere to the Procedures outlined below.

## **Procedures**

### **Collection**

**Christene Nissen & Associates** will:

- Only collect information that is necessary for the performance and primary function of **Christene Nissen & Associates**
- Notify clients about why we collect the information and how it is administered.
- Notify clients that this information is accessible to them.

### **Use and Disclosure**

**Christene Nissen & Associates** will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses we will obtain consent from the affected person.

### **Data Quality**

**Christene Nissen & Associates** will:

- Take reasonable steps to ensure the information we collect is accurate, complete, up-to-date, and relevant to the functions we perform.

### **Data Security and Retention**

**Christene Nissen & Associates** will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with *Administration & Records Management Policy*.

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## **Openness**

**Christene Nissen & Associates** will:

- Ensure clients are aware of **Christene Nissen & Associates'** Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the website.

## **Access and Correction**

**Christene Nissen & Associates** will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up-to-date.

## **Anonymity**

**Christene Nissen & Associates** will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

## **Making information available to other service providers**

**Christene Nissen & Associates:**

- Can only release personal information about a person with that person's expressed permission. For personal information to be released, the person concerned must sign a release form.
- Can release information to third parties where it is requested by the person concerned.

## **Responsibility**

**Christene Nissen & Associates** is responsible for adopting this policy.

**Christene Nissen** (director) and all staff members, contractors and volunteers are responsible for the implementation of this policy.

**Christene Nissen** (director) is responsible for monitoring changes in Privacy legislation and for reviewing this policy as and when the need arises.