

Website Privacy Statement

PURPOSE OF THIS STATEMENT

The Website Privacy Statement explains how your personal information (being information capable of identifying you as an individual) will be treated as you access and interact with the Luminous Counselling Website www.luminouscounselling.com.au (hereafter referred to as 'this website'). This website is used to provide information about the services provided by Holly Missio-Spiteri (who practices under the business name 'Luminous Counselling').

COLLECTION OF YOUR PERSONAL INFORMATION

If you decide to click 'Bookings' on this website, you will be directed to a third party Health Software program called 'Halaxy'. Halaxy is operated from Melbourne, and data for Australian practitioners is stored within Australia in securely protected data centres with multiple backups in place. This data is protected by 256-bit bank grade security and encryption, meaning patient records, notes, and payment information are protected to the same level required by Australian banks. However, there may be risks with transmitting your information over the internet. While I aim to protect personal information, I cannot ultimately guarantee or warrant the security of any information transmitted to online and individuals do so at their own risk. Additionally, I cannot be responsible for the safety of data held by Halaxy. To inform yourself further about Privacy in relation to Halaxy, click on the following link:

<https://www.halaxy.com/article/privacy>

When you access the link to Halaxy, the following personal information will be requested

- Your name
- Your phone number
- Your email address

There is a section available for additional comments. It is recommended that you refrain from detailing sensitive information in this section.

When you attend an appointment with Holly, additional personal information will be requested e.g. date of birth, home address and emergency contact person

You are free to refuse our request for your personal information or to provide your personal information in another format other than online i.e. via a phonecall or email. If you refuse to provide basic personal information, you must also understand that there may be limits on the services provided.

EMAIL

Your personal information may also be conveyed via the email listed on this website. Your email address will only be used to respond to specific user queries and will not be added to any mailing lists, nor disclosed to any other party without users' knowledge and consent, unless required by law. It is recommended that you not convey sensitive personal information via email.

USE OF YOUR PERSONAL INFORMATION

The personal information that you provide will be used for the following reasons:

- To communicate with you about the service that you have requested i.e. about the inquiry or appointment you have requested
- To communicate with you about any changes to services i.e. to communicate to you about appointment changes or upcoming breaks in service over holiday periods
- For any emergency situations that arise where contacting your emergency contact person may be warranted
- Where required or authorised by law

Personally identifying information will not be shared publicly or with third-parties, except when required to by law.

WEBSITE ANALYTICS

This website is built on the Wix platform. Basic analytics are collected, such as number of visitors to the site and average time that is spent on the site.

Your continued use of our website will be regarded as acceptance of our practices around privacy and personal information. In using the 'Bookings' link to make a booking, you also indicate acceptance of the use of Halaxy to hold your personal information.

If you have any questions about how we handle user data and personal information, feel free to contact Holly.