



## Privacy Policy

*Last updated: 24<sup>th</sup> November 2025*

The Grounding Place Psychology (“we”, “us”, “our”) is committed to protecting your privacy and handling your personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth).

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website ([thegroundingplace.com.au](http://thegroundingplace.com.au)), interact with our services, or engage in psychological care with us.

### What Information We Collect

We may collect the following personal information, including sensitive information, as necessary to provide our services:

- Name
- Contact details (address, phone, email)
- Date of birth
- Information provided via website contact or intake forms
- Information relevant to your enquiry or appointment
- Health information and other sensitive information (collected only with your consent and when necessary for your care)
- Information provided during consultations, therapy sessions, or telehealth appointments
- For minors, we may collect parent/guardian contact details and consent

### How We Collect Information

We collect personal information:

- Directly from you via website forms, email, phone, or in person
- When you book an appointment or make an enquiry
- During consultations, therapy sessions, or telehealth appointments
- From parents or guardians for clients under 18 years of age
- When you interact with our website or use online booking services

### Use of Your Information

We use your personal information to:

- Respond to your enquiries
- Provide psychological services and manage appointments
- Communicate with you about your care
- Maintain records in accordance with legal and professional obligations
- Improve our services and website
- Send administrative or service-related communications

We do **not** use your personal information for direct marketing purposes unless you have provided your express consent.



### **Disclosure of Your Information**

We will not share your personal information with third parties except:

- Where required or authorised by law (e.g., court orders, mandatory reporting)
- Where necessary to provide our services (e.g., with your consent to liaise with other health professionals)
- To service providers who assist us in operating our website or practice (e.g., secure practice management software), who are bound by privacy obligations
- With your express consent in other circumstances

### **Overseas Disclosure:**

All client records and data are stored securely on Australian servers via Zanda Health. If we use third-party services (e.g., email, telehealth platforms) that may store data overseas, we will inform you and take reasonable steps to ensure your information is protected in accordance with the APPs.

### **Data Security and Retention**

We protect your information from misuse, loss, unauthorised access, or disclosure by:

- Using secure Australian-based web hosting
- Applying SSL/TLS encryption on our website
- Storing electronic and physical records securely
- Limiting access to personal information to authorised staff only
- Using encrypted practice management platforms

We retain personal information for as long as required by law and professional standards. When no longer required, information is securely destroyed or de-identified in accordance with APP 11.

### **Access, Correction, and Complaints**

#### **Access and Correction:**

You have the right to request access to, or correction of, the personal information we hold about you. Please contact us using the details below. We will respond within a reasonable timeframe.

#### **Complaints:**

If you have a concern or complaint about how we have handled your personal information, please contact us. We will investigate your complaint and respond promptly. If you are not satisfied with our response, you may escalate your complaint to the Office of the Australian Information Commissioner (OAIC): [www.oaic.gov.au](http://www.oaic.gov.au)

### **Website Analytics and Cookies**

Our website may use cookies and analytics tools (such as Google Analytics) to improve user experience and website functionality. No personally identifiable information is collected for analytics purposes. For more information, see the privacy policy of [Google Analytics](#).

You can manage cookie preferences via your browser settings.

### **Links to Other Websites**



## THE GROUNDING PLACE PSYCHOLOGY

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Our website may contain links to external sites. We are not responsible for the privacy practices or content of those sites. We recommend reviewing the privacy policy of any external website you visit.

### **Telehealth**

If you participate in telehealth consultations, your privacy is protected by using secure, encrypted video conferencing platforms. No recordings are made without your express consent. If you have concerns about telehealth privacy, please discuss them with your psychologist.

### **Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will be posted on our website. We encourage you to review the policy periodically. Where practicable, we will notify clients of significant changes.

### **Contact Us**

If you have any questions about this Privacy Policy, wish to access or update your information, or make a complaint, please contact:

#### **The Grounding Place Psychology**

Email: [hillstgp@outlook.com](mailto:hillstgp@outlook.com)

Phone: 0467 466 151

Address: Nairne Railway Station, Old Princes Highway, Nairne, South Australia, 5252

**This Privacy Policy is intended to provide transparency and assurance regarding the handling of your personal information. If you require further information or clarification, please contact us directly.**

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