

PRIVACY POLICY & DATA USAGE

This web site (www.connectpsychservices.com.au) is owned and operated by **CONNECT GROUP SERVICES PTY LTD (ACN 621 694 666)** and will be referred to as “We”, “our” and “us” in this Privacy Policy (**Privacy Policy**). By using this site, you agree to the Privacy Policy. The Privacy Policy relates to the collection and use of personal information you may supply to us through your conduct on the website.

We reserve the right, at our discretion, to modify or remove portions of this Privacy Policy at any time. This Privacy Policy is in addition to any other terms and conditions applicable to the web site. It is the responsibility of the user to be familiar with these Terms and Conditions.

We recognise the importance of protecting the privacy of information collected about visitors to our website, particularly information that is capable of identifying an individual (“personal information”). This Privacy Policy governs the manner in which your personal information, obtained through the website, will be dealt with. This Privacy Policy should be reviewed periodically so that you are updated on any changes. We welcome your comments and feedback.

The Services offered are not directly intended to be offered or directed towards to a person under 18 years of age under the assumption that the general workforce that is eligible to use this service is over the age of 18. Aligning to Australian Government’s policy regarding access to medical treatments which is determined by their maturity and understanding, rather than a specific age threshold, known as “Gillick competence,” this principle assesses whether a minor can comprehend the nature and consequences of medical decisions.

Connect Psych Services Practitioners will respect the confidentiality of all patients, including minors as defined by under the Gillick competency model. However, if there is a belief that a minor is at serious risk or unable to manage a health issue independently, they may disclose information to a parent or guardian, even without the minor’s consent.

Reference: [Australian Digital Health Agency](#)

Privacy Policy

Your Privacy and Security are very important to us. As we collect personal information it is our job to maintain a high level of security.

Below is our Privacy policy including the following topics:

- Personal information
- Statistical information
- E-mail addresses
- Credit card information
- Subscription and feedback forms
- Searches

- Safety
- Promotional material via e-mail
- Use and disclosure of personal information
- Access to review and change personal information
- Other privacy information
- Changes to this Privacy Policy

About this Privacy Policy

This Privacy Policy has been created to provide a clear and concise summary of how and when personal information is collected, stored and distributed. This policy discloses our information gathering and dissemination practices for **CONNECT PSYCH**. **CONNECT PSYCH** has used the National Privacy Principles as laid out in the Privacy Amendment (Private Sector) Act 2000 in creating its Privacy Policy. For further information or to discuss in detail, please contact connect@connectpsychservices.com.au

Collection of personal information – for contractors

CONNECT PSYCH conducts online Psychological and Mental Health Counselling services and we need to ensure that we have all relevant personal information to be able to serve you and ensure that the environment we create is a secure and trusted one. We therefore collect a range of information to ensure we know who we are dealing with. This information includes your name and address, your telephone number(s), your email address and any further information requested by our Practitioners. You may also be requested to provide your banking details. All transmission of personal information including your banking details will be encrypted during on-line data transfer.

Use and disclosure of personal information

CONNECT PSYCH partners with and has affiliations with organisations that provide products and services to **CONNECT PSYCH** only for the purpose of enhancing the **CONNECT PSYCH** experience. By using or completing a form relating to the access or provision of these services, you are agreeing to **CONNECT PSYCH** sharing your information for the purpose of providing these products and services only. No Credit Card or financially sensitive information is ever shared. Furthermore any data shared, is de-identified/anonymised and used solely for business improvement purposes.

Statistical information

When you visit **CONNECT PSYCH** and use our services, our server logs information which is provided by you and your computer/device. This information is used to create summary statistics, which allow us to assess the number of visitors to the different sections of our site along with tracking the efficacy of our services. As well as this it allows us to discover what information is most and least used, determine technical design specifications, and help us make our site more useful to visitors. The information logged is as follows:

- The date and time of your visit

- The address of the referring site
- The type of browser you are using
- your top-level domain name (for example .com, .gov, .au, .uk etc)
- your server's IP address (a number which is unique to the machine through which you are connected to the Internet: usually one of your service provider's machines)
- the address of the pages accessed, and any documents downloaded

CONNECT PSYCH will make no attempt to identify users or their browsing activities, unless disclosure is required by law or due to a mandatory requirement of a Court, Governmental Agency or Regulatory Authority. We use the information only for statistical analysis or systems administration purposes.

Email addresses

We will record your e-mail address if you transmit it to us electronically either in an e-mail message or via a web page form. It will only be used for the purpose for which you provide it and will not be disclosed to any third party.

Credit card information

The credit card details you provide to us are used for the purpose of payment of your order via a third party banking/ transaction facility.

Subscription and feedback forms

Some pages of this website provide the facility for users to fill out an online form for the purpose of interacting/completing a booking. We will ask you to provide only enough personal information to fulfil that purpose. We will record it to facilitate follow-up and for statistical analysis. Only authorised staff will have access to this information.

Safety

All information provided to **CONNECT PSYCH** is stored, transmitted and used in a secure and encrypted environment. All information is stored in a secure data centre with 24/7 security.

Promotional material via email

CONNECT PSYCH communicates with its customers primarily using e-mail. This includes telling our customers about existing and forthcoming information and current affairs. We acknowledge and respect a user's choice to opt-out of marketing communications activities. Should you decide you do not wish to receive marketing or promotional materials via e-mail from us please unsubscribe using the link on each email.

Access to review and change your information

Once you have registered with **CONNECT PSYCH**, you may at anytime access and modify the personal information you provide. **CONNECT PSYCH** will take reasonable steps to destroy or permanently de-identify personal information if it is no longer required or if you ask us. We are however required by law to retain personal information in order to fulfil legal responsibilities or resolve disputes which may arise. Please contact connect@connectpsychservices.com.au for more information on this.

Other privacy information

Please keep your **CONNECT PSYCH** login name and password safe. Please do not share a user account with someone else. Log out or close your browser once you have finished using **CONNECT PSYCH**. This is to ensure that others cannot access your personal information and correspondence. If you share a computer with someone or are using a computer in a public place like a library or Internet café you should be particularly careful to log out properly when you have finished shopping in **CONNECT PSYCH**. You as an individual are responsible for the security of and access to your computer. **CONNECT PSYCH** uses encryption wherever required to keep personal information safe and secure.

- You are solely responsible for maintaining the secrecy of your username and passwords and any account information. Please be careful and responsible whenever you are using the internet
- Further Privacy information can be obtained on the Australian Privacy Commissioner's Web Site.

Changes to this privacy policy

CONNECT PSYCH may make changes to this Privacy policy from time to time as business needs evolve and change.. As these Terms and Conditions and Privacy Policy statements are made available publicly through CONNECTPSYCHSERVICES.COM.AU website ("Site"), these terms as outlined will always detail the latest re presentations. For further information or to discuss please contact connect@connectpsychservices.com.au

Collecting information on Registered members

As part of registering with us, we collect personal information about you in order for you to take full advantage of our services. To do this it may be necessary for you to provide additional information to us as detailed below.

No collected information on users will be shared with their Employer as the service provided by is confidential in nature. The only exception to this is in extenuating circumstances relating to public safety or harm to individuals and property.

CONNECT PSYCH uses non-identifying and aggregate information to better design our Website and to use in research and trend analysis. For example, we may tell a 3rd party that X number of individuals visited a certain area on our Web site, or that Y number of men and Z number of women completed a booking, but we would not disclose anything that could be used to identify those individuals. We only provide data to our partners, if any, after we have removed your name and any other personally identifying information from it, or have combined it with other people's data in a way that it no longer personally identifies you.

CONNECT PSYCH uses non-identifying and aggregated information about responses to the clinical outcome assessments (personal assessments). These efforts enhance program evaluation.

The anonymous and aggregated data also may be published through various media platforms/academic journals. No personal identifying information is tied to the results, and

CONNECT PSYCH does not share anything that could be used to identify your account or your private information.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future we will contact you before we use your data for these new purposes to notify you of the policy change and to provide you with the ability to opt out of these new uses.

CONNECT PSYCH stores data only for as long as it is necessary to provide products and services to you and others, including those described above and for legal protections or as required by applicable laws and regulations.

CONNECT PSYCH may enable access to public information that has been shared through our services.

CONNECT PSYCH may allow service providers to access information so they can help us provide services. IP addresses are used to identify the location of users, the number of visits from different countries and also to block disruptive use; and to analyse and improve the services offered on our website, e.g. to provide you with the most user-friendly navigation experience.

Certain information is needed to provide you with services, so we only delete this information after you delete your account. Some forms of processing (sending promotional information, commercial profiling, behavioural advertising, geo-location, etc.) may require the express consent of the User. Specific information may be shown on the pages of the Site in connection with particular services or processing of Data provided by the Site User.

Credit Card Details

Credit Card details are not stored by our site, but immediately transmitted to the payment gateway in a secure manner acceptable to the payment gateway.

Disclosure

Apart from where you have consented or disclosure is necessary to achieve the purpose for which it was submitted, personal information may be disclosed in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users, or anyone else who could be harmed by such activities.

We may disclose personal information in compliance with a court order, co-operation with criminal investigations, other situations in which we reasonably believe disclosure is required to comply with laws, and to prevent or minimise harm to personal or public safety.

Data Security

We strive to ensure the security, integrity and privacy of personal information submitted to our sites, and we review and update our security measures in light of current technologies.

We have implemented MILITARY GRADE encryption (5 nines) measures designed to secure your personal information from accidental loss and from unauthorised access, use, alteration,

and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions will be encrypted. The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Service, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet cannot be guaranteed to be completely secure. Although we do our best and take all reasonable steps to protect the personal information you transmit to us through our online products and services, we cannot guarantee the security of your personal information transmitted to or through our Service.

In addition, our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Service. You agree to hold harmless for any damages that may result from such unauthorised access or use.

Links to external websites

Our websites may contain hyperlinks to websites not controlled by us. We cannot and do not provide assurances of privacy and information security related to such websites.

Collecting Information from Users

IP Addresses

Our web servers gather your IP address to assist with the diagnosis of problems or support issues with our services. Again, information is gathered in aggregate only and cannot be traced to an individual user.

Cookies

We may use cookies to provide you with a better experience. A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website. These cookies allow us to increase your security by storing your session ID and are a way of monitoring single user access. This aggregate, non-personal information is collated and provided to us to assist in analysing the usage of the site. Users may choose to disable cookies, but this may result in loss of some or all of the site's functionality.

Non-personal Information

Certain non-personal information may also be collected by the site. This may include: browser name, the type of computer and technical information about a user's means of connection to our site, such as the operating system and the Internet service provider utilised and other

similar information. This information is used to customise the user's experience of our site, and to assist in managing the site and its supporting infrastructure.

Third-Party Use of Cookies and Other Tracking Technologies

Some content or applications, including advertisements, on the Service are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioural) advertising or other targeted content. We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

Access to Information

We will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date. If, at any time, you discover that information held about you is incorrect, you may contact us using the details on our website, to have the information corrected.

Registered users can access their information by logging into the website and viewing their account.

Our contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us.

Changes to this privacy policy

We have the discretion to update this privacy policy at any time. We encourage users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our site. Your continued use of the site following the posting of changes to this policy will be deemed your acceptance of those changes. For more information on this point please contact connect@connectpsychservices.com.au

Problems or questions

If we become aware of any ongoing concerns or problems with our web sites, we will take these issues seriously and work to address these concerns. If you have any further queries relating to our Privacy Policy, or you have a problem or complaint, please contact us by using the "Contact Us" feature on our website.



For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's web site: <https://www.privacy.gov.au/>.