

Privacy Policy for Heavy M.E.T.A.L. (Men's Education Towards Anger & Life Group Counselling Services).

At Heavy M.E.T.A.L., we are committed to safeguarding your privacy and handling your personal Information in a manner that adheres to Australian privacy laws. This Privacy Policy outlines how we collect, use, store, and protect your Information and your rights as a client of our counselling services.

1. Information We Collect

When you use our counselling services, we may collect the following types of personal Information:

- Name, address, phone number, and email address.
- Date of birth and other identification details.
- Information about your mental health, medical history, or other personal circumstances relevant to the services.
- Payment information, where applicable.

We collect this Information directly from you when you engage with our services. Any additional information provided during counselling sessions will also be treated confidentially.

2. How We Use Your Information

The personal Information you provide is used strictly for the following purposes:

- To deliver and manage our counselling services.
- To understand your needs and tailor our services to support you effectively.
- For administrative purposes, including managing appointments and processing payments.
- To comply with legal obligations, where required.

Without your explicit consent, we will not use your personal Information for marketing purposes.

3. Storage and Security of Information

We take the security of your personal Information seriously. Your data is stored securely following the Australian Privacy Principles (APPs) and other legal requirements.

All electronic records are protected through encrypted systems, secure servers, and password-protected access. Physical records, if any, are stored in locked filing systems. Only authorized personnel have access to this Information on a strictly need-to-know basis.

4. Client Confidentiality

Maintaining your confidentiality is a core principle of our counselling services. Information shared during sessions is treated as strictly confidential with the following exceptions:

- You provide written consent for us to share your Information.
- There is a legal obligation to disclose Information, such as in court orders or subpoenas.
- There is a serious and immediate risk of harm to yourself, others, or society. Under these circumstances, disclosure may be necessary to ensure safety and comply with legal or ethical duties.

5. When We Share Your Information

Your personal Information will not be shared with third parties except in the following cases:

- To approved service providers assisting in service delivery (e.g., an IT provider supporting secure data storage systems).
- When required by law, such as reporting to authorities or complying with a court order.

We ensure that any third party we work with complies with privacy laws and protects your data to the same standard we do.

6. Your Rights

You have specific rights concerning your Personal Information, including:

- **Access:** You may request access to your personal Information held by us. Personal Information does not include any therapy session notes we may have.
- **Correction:** You can request corrections if any of your Information is inaccurate or outdated.
- **Withdrawal of Consent:** You can withdraw your consent for us to use your Information at any time, though this may impact our ability to provide you with services.
- **Complaints:** If you believe your privacy has been breached, you can file a complaint. See our contact details in Section 8 for how to reach us.

7. Compliance with Australian Privacy Laws

Heavy M.E.T.A.L. (Men's Education Towards Anger & Life) Group Pty Ltd complies with the Privacy Act 1988 (Cwth.) and the Australian Privacy Principles (APPs). We are committed to ensuring transparency and accountability in handling your Information.

8. Contact Us

If you have questions about this Privacy Policy, concerns about how your Information is being handled, or you wish to exercise your rights, please contact us using the details below:

Heavy M.E.T.A.L. Group Counselling Services
Email: hvymetal@bigpond.net.au
Phone: +61 401766877

Address: c/o P.O Box 102,
Webb Street, LPO,
Narre Warren, 3805.

We aim to promptly respond to all inquiries and complaints and resolve any issues to your satisfaction.

9. Updates to This Policy

We may update this Privacy Policy occasionally to reflect changes in our practices or Australian privacy laws. Any updates will be posted on our website, and we encourage you to review this policy periodically.

Effective Date: 07/01/2025

Thank you for trusting Heavy METAL as your counselling service provider. We are dedicated to ensuring your privacy and confidentiality while supporting your well-being.