

Wellbalance privacy policy

Edition. updated June 2025



Wellbalance is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website wellbalance.net.au or engage with our counseling services.

****Information We Collect****

We may collect personal information that you provide directly to us when you:

- Contact us through our website or by phone
- Schedule appointments for sessions
- Fill out forms or questionnaires related to services
- Correspond with us via email or other means

The types of personal information we may collect include:

- Name
 - Contact information (email address, phone number, address)
 - Demographic information (age, gender, etc.)
 - Health information and counseling history
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****How We Use Your Information****

We may use the information we collect in the following ways:

- To provide counseling services and communicate with you about your appointments
- To personalise and improve our services
- To send you updates, newsletters, or promotional materials (if you have opted in to receive them)
- To comply with legal obligations

****Disclosure of Your Information****

We may disclose your personal information to third parties in the following circumstances:

- With your consent
- To our service providers who assist us in providing our services (e.g., IT service providers, payment processors)
- As required by law or legal process
- To protect our rights or the safety of others

****Data Security****

We take reasonable measures to protect your personal information from unauthorised access and use. However, please note that no method of transmission over the internet or electronic storage is completely secure.

****Your Choices****

You can choose not to provide certain personal information, but this may limit your ability to use our counseling services.

****Accessing and Updating Your Information****

You have the right to access and update the personal information we hold about you. Please contact us using the information provided below to request access or updates.

****Children's Privacy****

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children without parental consent.

****Changes to This Privacy Policy****

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on our website with an updated effective date.

****Contact Us****

If you have any questions about this Privacy Policy or our privacy practices, please contact us at:

kristy@wellbalance.net.au
