

Privacy Policy

Version 1.0 | October 2026

KLIMS Counselling & Wellbeing Workshops (KLIMS) respects your privacy. This policy explains how we collect, use, store and share personal and health information, in line with the Privacy Act 1988 (Cth), the Australian Privacy Principles and the Health Records Act 2001 (Vic).

1. Who we are

KLIMS is a Victorian counselling and workplace wellbeing practice, trading as KLIMS (ABN 87 151 749 714). We provide counselling to private clients and to employees through Employee Assistance Programs (EAP), and workplace wellbeing workshops. Our counsellors are qualified practitioners contracted to KLIMS.

2. What we collect

- Contact details such as your name, date of birth, phone, email, address and emergency contact.
- Health information you share with us, including counselling notes, intake forms, goals and risk assessments.
- For EAP clients, the name of the employer funding your sessions.
- Payment details for private clients (we do not store card numbers).
- For workplace clients and partners, business contact details.

You can use a first name or pseudonym when you first contact us. To provide safe counselling we usually need your real name and contact details.

3. How we collect it

Mostly directly from you, through our forms, by phone, email or during sessions. Sometimes from others with your consent, such as a GP referral, or your employer's HR team passing on your contact details at your request.

4. Why we collect and use it

- To provide safe and suitable counselling and to contact you about appointments.
- To manage risk and keep you and others safe.
- For billing, administration and quality improvement.
- To meet our legal and professional obligations.

5. When we share it

We only share your information:

- with your consent, for example with your GP or a lawyer (using our Authority to Release Information);
- where there is a serious threat to someone's life, health or safety;
- where the law requires it, such as a subpoena, court order or mandatory report;
- in de-identified form for professional supervision;
- with service providers who help us run our practice, such as our secure practice software and email providers, who must protect it.

EAP clients: your employer is never told you are using the service and never receives your name or what you discuss. Employers only receive combined, de-identified reports.

6. How we store and protect it

- Records are stored in secure, encrypted practice software with restricted, password-protected access.
- Some of our service providers may store data outside Australia. Where they do, we take reasonable steps to make sure your information is protected to Australian standards.
- We keep health records for at least 7 years after your last session, or until you turn 25 if you were under 18, then securely destroy them.

7. Accessing and correcting your information

You can ask to see or correct the information we hold about you by contacting us in writing. We will respond within 30 days. In rare cases the law allows us to limit access, for example to protect someone's safety, and we will explain why.

8. Data breaches

If a data breach is likely to cause you serious harm, we will notify you and the Office of the Australian Information Commissioner (OAIC) under the Notifiable Data Breaches scheme.

9. Questions and complaints

Contact KLIMS: klimscounselling@gmail.com | 0400 106 620 | klimscounselling.com. We will respond within 14 days.

If you are not satisfied, you can contact the **Office of the Australian Information Commissioner** (1300 363 992, oaic.gov.au) or the **Victorian Health Complaints Commissioner** (1300 582 113, hcc.vic.gov.au).

We may update this policy from time to time. The current version is always available at klimscounselling.com or on request.