

# Emma Clare eMental Health Privacy Policy

## Confidentiality Terms and Conditions

1. **Confidentiality Agreements:** Clients are required to agree to confidentiality agreements as part of their counselling sessions. This means that information shared during sessions will be kept confidential by the counsellor.
2. **Limits to Confidentiality:** There are situations where confidentiality may be breached, particularly when there is a risk to the client or others. This could involve situations where there is a risk of harm, including self-harm or harm to others.
3. **Third-Party Referrals:** Clients referred to this service by a third party (another individual or organisation) may have their information shared with that referring party. This could be for coordination of care, reporting progress, or other related purposes. In the case where a third-party referral is recommended by the counsellor, clients are required to confirm their consent.
4. **Client's Choice in Information Sharing:** Clients have the option to prevent their information from being shared with the third party who referred them. They need to explicitly inform their counsellor if they wish to keep their information confidential from the referring party.

## Other Terms and Conditions

1. **Request in Writing:** To request attendance records or case notes, individuals typically need to submit a written request. This request can be in the form of an email to [emmaclaremh@outlook.com](mailto:emmaclaremh@outlook.com), or a specific request form provided by a service provider.
2. **Third-Party Consent:** Generally, third parties (such as family members, friends, or other organisations) cannot request personal information or records about an individual without that individual's explicit consent. This ensures that individuals have control over who accesses their personal information.
3. **Client Consent:** If you are the client and wish to access your own attendance records or case notes, you may need to provide your written consent for the release of this information. This ensures compliance with privacy regulations and maintains the confidentiality of your records.
4. **Specific Processes:** Different organisations or service providers might have specific procedures for handling requests for attendance records or case notes. It's important to follow the instructions provided by the organisation to ensure your request is properly processed.
5. **Privacy and Confidentiality:** The process of requesting attendance records or case notes is designed to respect individuals' privacy and confidentiality. Organisations are legally obligated to handle personal information in a secure and responsible manner.
6. **Timelines and Fees:** There might be specific timelines for processing requests and potential fees associated with retrieving and providing the requested information. These details can vary based on the organisation and applicable regulations.

## Emergencies Policy

1. **Contact Details for Emergencies:** Clients are advised to contact appropriate emergency services or helplines if they or someone else is at risk of harm.
2. **Restriction on Using Listed Phone Numbers:** The phone numbers and business information listed on the website should not be used in the case of an emergency. Instead, individuals are instructed to contact the emergency services and helplines.
3. **Importance of Calling Emergency Services:** In case of immediate danger or emergency situations, it's vital to call 000 or the relevant emergency number to receive swift and appropriate assistance.

## Payment and Booking Term and Conditions

1. **Payment at Time of Booking:** Clients are required to either pay through the credit card gateway on the website or via direct deposit detailed on the invoice. Payment is required by COB the day of counselling session. This is done to ensure commitment and enable a future booking to be made.
2. **Medicare and other rebates:** is not offered at this stage.
3. **Booking Changes and Cancellation Policy:** Clients are required to provide a minimum of 24 hours' notice for any changes or cancellations to their booked appointments. This allows the counselling service to manage their schedule effectively and potentially offer the slot to other clients in need.
4. **Booking Platform:** Appointments are managed via email: [emmaclaremh@outlook.com](mailto:emmaclaremh@outlook.com).

## WordPress Payment Terms and Conditions

1. **Security and Data Protection:** WordPress employs advanced security measures to protect sensitive payment information. They are Payment Card Industry Data Security Standard (PCI DSS) compliant and use encryption to safeguard data.
1. **Privacy and Data Handling:** WordPress privacy policy outlines how they collect, store, and use customer data. They handle personal and payment information in accordance with applicable data protection laws.
2. **Payment Processing:** WordPress facilitates the processing of credit and debit card payments for businesses. They provide APIs and tools that allow businesses to integrate payment processing functionality into their websites and applications.
3. **Fees:** WordPress charges fees for each transaction processed through their platform. These fees vary depending on factors such as the transaction volume and location.
4. **Refunds and Disputes:** WordPress provides mechanisms for businesses to issue refunds to customers and manage payment disputes. They offer tools to handle chargebacks and disputes through their dashboard.
5. **International Transactions:** WordPress supports transactions in multiple currencies and offers features for businesses to handle international payments.
6. **Account Management:** Businesses create and manage their WordPress accounts through the WordPress dashboard. This dashboard provides insights into transaction history, customer data, and more.
7. **Integration and Development:** WordPress offers APIs and documentation that allow businesses to integrate WordPress' payment functionality into their websites and applications. This enables customization of the payment experience.