

Privacy Policy for Soul Creative Hub

Last Updated: January 21, 2024

Introduction

Soul Creative Hub, operated by Rachel Schofield, is committed to protecting the privacy and confidentiality of our clients' personal and sensitive information. This policy outlines our practices in line with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) and relevant professional guidelines for Art Therapists.

Collection of Personal Information

- Type of Information Collected:** We collect personal information necessary for the provision of art therapy services. This may include but is not limited to, name, contact details, medical history, and other health-related information.
- Method of Collection:** Information is collected through direct interactions with clients, such as during therapy sessions, phone calls, emails, or through client-completed forms.

Use and Disclosure of Personal Information

- Use of Information:** Personal information is used solely for the purpose of providing professional art therapy services, managing appointments, and for internal administrative purposes.
- Disclosure:** Information will only be disclosed for purposes directly related to the provision of art therapy services, or where required by law. This may include sharing information with other healthcare professionals, insurers, or legal representatives, but only with the client's consent unless otherwise mandated by law.

Data Security and Retention

- Security Measures:** We take reasonable steps to protect the personal information held from misuse, interference, loss, unauthorized access, modification, or disclosure.

2. **Retention Period:** Personal information is retained for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations. After this period, information is securely destroyed or de-identified.

Access and Correction

Clients have the right to access their personal information held by Soul Creative Hub and to request correction of any inaccuracies. Requests for access or correction should be directed to Rachel Schofield.

Complaints and Enquiries

If you have any concerns or complaints about the handling of your personal information, please contact Rachel Schofield. We take complaints seriously and will respond promptly and in accordance with relevant laws and professional standards.

Changes to This Policy

Soul Creative Hub reserves the right to amend this privacy policy at any time. Updated versions will be posted on our website or made available to clients.

Contact Information

For any queries regarding this privacy policy or the handling of personal information:

Contact: Rachel Schofield

Address: 6 Shamrock Court, Sunrise Beach, QLD 4567

Phone: 0435 837 555

Email: connect@soulcreativehub.com