

Safe Now Therapy Privacy Policy

Effective Date: 08/06/2026

At **Safe Now Therapy**, your privacy is important. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website, contact us, or engage with our counselling services.

Information We Collect

We may collect personal information that you voluntarily provide, including:

- Your name
- Email address
- Phone number
- Information you provide through contact forms or enquiries
- Appointment and service-related information

We may also collect limited technical information through our website, such as:

- IP address
- Browser type
- Device information
- Website usage data through analytics tools

How We Use Your Information

Your information may be used to:

- Respond to enquiries
- Schedule and manage appointments
- Provide counselling services
- Communicate with you regarding your care
- Meet legal and professional obligations

We will only use your information for purposes related to providing our services unless required or authorised by law.

Confidentiality

As a counselling practice, we are committed to maintaining the confidentiality of your personal information.

Information shared during counselling sessions is treated as confidential, except where disclosure is required by law or where there is a serious risk of harm to yourself or others.

Further information about confidentiality and its limits will be discussed as part of the counselling process.

Website Cookies and Analytics

Our website may use cookies and analytics services to understand how visitors use the site and to improve user experience.

You can choose to disable cookies through your browser settings, although this may affect some website functionality.

Storage and Security

We take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification, or disclosure.

Information is stored using secure systems and is only accessible to authorised persons where necessary.

Sharing Information

We do not sell, rent, or trade your personal information.

Personal information may only be disclosed:

- With your consent
- To service providers who assist in operating our business – Our practice management software (Their privacy policy: <https://www.halaxy.com/privacy/au>)
- Where required by law
- Where necessary to prevent serious harm to an individual or the public

Accessing or Correcting Your Information

You may request access to, or correction of, the personal information we hold about you by contacting us.

We will respond to requests within a reasonable timeframe, subject to any legal obligations.

Third-Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices of those websites and encourage you to review their privacy policies.

Changes to This Policy

This Privacy Policy may be updated from time to time. Any changes will be published on this page.

Contact Us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact us below.

Safe Now Therapy

Email: contact@safenowtherapy.com

Website: www.safenowtherapy.com