



Privacy Policy

Pumpkin Psychology Pty Ltd ("us", "we", or "our") values your privacy and is committed to protecting your personal information in accordance with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and other relevant privacy laws. This Privacy Policy explains how we collect, use, store, and disclose your personal information.

Collection of Personal Information

We collect personal information such as your name, contact details, health information, and payment details to provide our services. With your explicit consent, we may also collect sensitive health information when necessary, including medical reports, referrals, and other health-related data. We will only collect sensitive information where it is necessary for the provision of psychological services and where we have obtained your informed consent. This information will be used to deliver the appropriate care and to manage your treatment effectively.

Use & Disclosure of Information

Your personal information will be used solely to provide our services to you and to communicate with you regarding your care. We may disclose your personal information to third parties such as other healthcare providers or professionals involved in your care, in accordance with the Privacy Act 1988 (Cth). We will only disclose sensitive health information with your informed consent unless required by law or in situations where there is a duty to report (e.g., risk of harm to yourself or others).

We do not sell your personal information.

In the event of a sale, merger, or business restructuring, personal information may be transferred as part of the transaction. In the unlikely event of insolvency, personal information may be transferred to a trustee or purchaser.

Third-Party Disclosure

We may disclose your personal information to third parties who assist us in delivering our services, such as IT providers, payment processors, and other service providers. All third-party providers are required to protect your personal information in accordance with the Privacy Act and our policies.

Our website may contain links to third-party websites. These sites are governed by their own privacy policies, and we are not responsible for their content or privacy practices.

Access & Accuracy

You have the right to access and correct the personal information we hold about you. If you would like to access or update your information, please contact us at hello@pumpkinpsychology.com or 0400 339 491. We encourage you to keep your information accurate and up to date.

Security

We take reasonable steps to protect your personal information from misuse, loss, unauthorized access, and disclosure. While we use industry-standard physical, technical, and administrative measures to protect your data, we cannot guarantee complete security of data transmitted over the internet.

Cookies and Analytics

We use various analytics tools to collect non-personal information about website usage, including technical data such as IP addresses and browser types, to improve functionality and performance. We may also use cookies to enhance user experience. You can adjust your browser settings to block cookies if you prefer not to have this data collected.

Retention of Information

We retain your personal information only for as long as necessary to provide services to you and for other lawful purposes, such as compliance with record-keeping obligations. If you would like to inquire about how long your information is retained, please contact us.

International Data Transfers

In the event that your personal information is transferred outside of Australia (for example, to cloud service providers), we will take reasonable steps to ensure that your information is protected in accordance with Australian privacy laws.

Notifiable Data Breaches

We are committed to complying with the Notifiable Data Breaches (NDB) scheme under the Privacy Act 1988 (Cth). If there is a data breach involving your personal information, we will notify you as soon as possible and take steps to mitigate any potential harm.

Confidentiality

As part of our commitment to ethical practice, we adhere to strict confidentiality standards. Personal and sensitive information is kept confidential unless disclosure is required or authorized by law. This may include situations where there is a risk of harm to yourself or others, or where there is a legal obligation to report certain information, such as child abuse or self-harm.

Children's Privacy

If we provide services to children, we will obtain parental or guardian consent before collecting any personal information from children.

Client Consent

By accessing our services, you consent to the collection, use, and disclosure of your personal information as outlined in this policy. We will seek your informed consent for any collection of sensitive information, and you may withdraw consent at any time.

Complaints and Enquiries

If you have questions or concerns about your privacy, please contact us at hello@pumpkinpsychology.com or 0400 339 491. If you are dissatisfied with our response, you may contact the Office of the Australian Information Commissioner at 1300 363 992 or GPO Box 5218, Sydney NSW 1042.

Changes to the Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or for other operational, legal, or regulatory reasons. The latest version will be posted on our website. Your continued use of our services constitutes acceptance of the updated policy.