Privacy Collection Notice

Life Linc Counselling

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Applies To: Clients, prospective clients, referrers, and website users
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How We Handle Your Information

Life Linc Counselling is committed to protecting your privacy and handling your personal information responsibly.
This notice explains what information we collect, why we collect it, how we protect it, and your rights regarding that information.

What Information Do We Collect?

Depending on the services you receive, we may collect:

- Name and contact details
- Date of birth
- Emergency contact information
- Referral information
- Health and wellbeing information relevant to counselling
- Counselling records and case notes
- Information you provide through forms, emails, phone calls, online enquiries, or counselling sessions
- Payment information where applicable

Why Do We Collect Information?

We collect information to:

- Provide counselling services
- Schedule and manage appointments
- Communicate with you about services
- Maintain accurate records
- Support your safety and wellbeing
- Meet legal, ethical, funding, and professional obligations
- Improve our services

We only collect information that is necessary for these purposes.

Who Can Access Your Information?

Access to personal information is restricted to authorised personnel who require the information to perform their role.
This may include:

- Your counsellor
- Relevant Life Linc staff
- Service providers who support our systems and are subject to confidentiality requirements

When Might Information Be Shared?

Information may be shared:

- With your informed consent
- Where required or authorised by law
- To prevent or lessen a serious threat to life, safety, or wellbeing
- For professional supervision purposes
- Where necessary to meet legal or safeguarding obligations

Where possible, we will discuss information sharing with you before it occurs

How Is Your Information Protected?

Life Linc takes reasonable steps to protect personal information through:

- Secure electronic systems
- Password protection and restricted access controls
- Secure storage of paper records
- Staff confidentiality obligations
- Privacy and information management procedures

How Long Do We Keep Information?

Client information is retained in accordance with New Zealand legal requirements and Life Linc's Records Keeping and Information Management Policy.
When information is no longer required, it is securely destroyed.

Your Privacy Rights

You have the right to:

- Request access to your personal information
- Request correction of your personal information
- Ask questions about how your information is managed
- Make a privacy complaint

Requests should be made in writing where possible.

Privacy Concerns or Questions

If you have questions about privacy or wish to access or correct your personal information, please contact:
Counselling Coordinator (Privacy Officer)
Life Linc Counselling
Email: counselling@lifelinc.co.nz
Website: www.lifelinc.co.nz
If you are not satisfied with how a privacy concern has been handled, you may contact:
Office of the Privacy Commissioner
www.privacy.org.nz
0800 803 909