

PRIVACY POLICY - GENERAL

Privacy Policy - Small Talk Therapy

Updated October 2024

Our website

Our website uses cookies to store and analyse information about website traffic. Page 3 of this document has detailed information about our website privacy and cookies.

Clients have the option of contacting us directly via our website. The details you share with us via our webpage contact form are emailed to Fiona Kenworthy. A copy is automatically stored on our website and information is transferred to a spreadsheet. These are kept confidentially and are password protected. We use the information you share to help us prioritize new referrals and to better understand the needs of our clients generally.

Sharing information

Clinical information shared during assessments and treatment sessions is treated as confidential, with the following exceptions:

- When you give your consent,
- When required by a court of law, and
- In cases of suspected neglect or abuse

Information we collect when working with your child

We'll ask you for information about background information relevant to your child's therapy and seek information that will help us provide effective, comprehensive, quality intervention for your child. We invite clients to ask us if they are unsure of the rationale for requesting any information we ask for. We'll also ask to be able to share information with, and receive information from, other professionals who are also known to your child. Information we collect may include things like your contact details, medical/educational/family background and updates. We ask parents/guardians for consent for the above, and welcome regular feedback or changes to consent at any time.

How we store client information

Client files include personal information such as names, contact details and educational/medical history, as well as details about intervention and invoicing. Client files/information are stored in password protected locations including laptops and mobile devices. These may be stored both on the individual therapist's devices, and on the administrator/director's own devices. We also use password protected cloud-based services to store information and media, such as *Google Drive*, *Xero* and *Powerdiary*. Information may be visible to all Small Talk Therapy workers, including employees, contractors and administrators. Clients can request a copy of any information at any

time. Paper files may be kept for some clients.

Sharing client information with other professionals

Often it is beneficial to collaborate and consult with other professionals supporting a client. Our client details form invites you to agree or decline allowing us to liaise with other professionals about your child. We strongly believe in communication and collaboration between other health and school professionals whenever possible within the limits set by you.

Small Talk Therapy workers include our clinical director, administrator and therapists who contract to our service. We share relevant client contact details, clinical anecdotes (eg. during peer supervision) and client documentation with each other, in the following situations:

- During conversations with our professional support network who also abide by the same rules of confidentiality. We engage in peer supervision and discuss clinical practice within our team and sometimes with our own clinical supervisor(s) several times a year. No identifying information is shared during supervision.
- With other families and schools - but this is limited to general techniques, resources, and information that other clients or families have found useful. Stories and anecdotes can be powerful to help change attitudes and also help other families feel less isolated. We limit the use of such information sharing to situations in which it is reasonable to assume that information is pertinent, unlikely to be found independently, and very unlikely to be linked to a specific individual. If in doubt, we do not share.

Sharing client images via the media

Photos and videos are used as part of therapy. These files are treated as confidential and are not shared unless the client or parents/guardians give explicit permission.

Media on www.smalltalktherapy.co.nz and on the Small Talk Therapy facebook page is protected and all rights are reserved. It should not be copied, altered, re-used, or downloaded without express written permission from Small Talk Therapy. If the photo is of the client or their immediate family, they are welcome to save a copy.

On the website, only photos that capture positive moments in a respectful manner are included. Identifiable photos are only posted with the express permission of clients or their parents. If anyone wishes for a particular photo to be removed from this site, they are welcome to contact us to request us to do so. Thank you to the many families who have kindly given permission for Fiona Kenworthy and/or Small Talk Therapy to share photos of themselves or their children.

When we destroy client information

The Privacy Act states that personal details should not be stored for longer than is necessary. Carers sometimes request access to information and/or reviews after discontinuing therapy. We therefore

retain client information after discharge. Files may be kept for up to 5 years where the worker or director feel this would be in the child's best interests (eg. the child is very young and the information may contribute to a later diagnosis, or Small Talk Therapy feels they may benefit from further intervention in future). Files will be stored in a locked building or destroyed, either by shredding, burning or placing in a government managed bin for destroying confidential documents. Clients are welcome to request that their personal information be destroyed at any time.

Accessing your child's information

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to ask for a copy of your information, or to have it corrected, please contact us at fiona@smalltalktherapy.co.nz, or 0212516162, or c/- The Psychology Group, 43 Moore St, Howick.

WEBSITE AND COOKIES PRIVACY POLICY

Effective Date: 20 October 2024

At Small Talk Therapy we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, store, and share your information when you interact with our website, particularly through our contact page. By using our website, you agree to the practices described in this policy.

1. Information We Collect

We may collect personal information that you voluntarily provide, such as:

- **Contact details:** Name, email address, phone number.
 - **Messages:** Any information you include when using our contact form or other communication channels.
 - **Website usage data:** Your IP address, browser type, and interaction patterns through cookies and analytics tools.
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2. How We Use Your Information

We use the information you provide to:

- Respond to your enquiries and communicate with you.
- Improve our services, website functionality, and user experience.

- Monitor website traffic and performance using analytics tools.
 - Ensure the security of our website.
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3. Sharing Your Information

We do not sell your personal information. However, we may share your data:

- With service providers who assist us with website operations (e.g., hosting or analytics).
 - When required by law or to comply with legal obligations.
 - To protect our rights, property, or the safety of others.
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4. Storing and Securing Your Information

We take reasonable steps to ensure the security of your personal information, including using encryption, access controls, and secure data storage. While we strive to protect your information, no method of transmission or storage is 100% secure.

5. Cookies and Analytics

Our website uses cookies and tracking technologies to improve your browsing experience and analyze website traffic. By continuing to use our site, you consent to the use of cookies, but you can modify your settings to manage or block/decline cookies at any time. Blocking cookies may affect some website functionalities.

6. Your Rights

Under New Zealand's **Privacy Act 2020**, you have the right to:

- Access the personal information we hold about you.
- Request correction of your personal information if it is inaccurate or incomplete.

If you wish to exercise these rights, please contact us using the details provided below. We will respond to your request within 20 working days, as required by the Privacy Act 2020.

7. External Links

Our website may contain links to other websites. We are not responsible for the content or privacy practices of these external sites. We encourage you to read their privacy policies when you visit them.

8. International Use

This website is operated from New Zealand, and we make no assurances that its content is appropriate or available for use in other regions. Additionally, we cannot guarantee compliance with the legal requirements of other jurisdictions. If you choose to access this site from outside New Zealand, you do so at your own discretion and are responsible for ensuring your use aligns with the laws of your location.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your information.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or your personal information, please contact us at:

Email: fiona@smalltalktherapy.co.nz

This Privacy Policy complies with the requirements of the **New Zealand Privacy Act 2020**.