

At DNA Life, we value and respect your privacy. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information in compliance with the Australian Privacy Principles (APPs) as outlined in the Privacy Act 1988 (Cth).

**1. Collection of Personal Information:**

We may collect personal information such as your name, contact details, medical history, and other relevant information necessary to provide effective counselling services. This information is obtained through direct communication with you and is kept strictly confidential.

**2. Use and Purpose of Personal Information:**

We will only use your personal information for the purposes it was collected, including providing counselling services, assessing your needs, maintaining accurate records, communicating with you and complying with legal obligations.

**3. Disclosure of Personal Information:**

Your personal information will not be disclosed to any third parties unless required by law or with your consent. We may, however, disclose information to our trusted professional associates, such as supervisors or colleagues, for consultation and professional development purposes, while ensuring the confidentiality of your information.

**4. Data Security:**

We take reasonable steps to protect your personal information from unauthorized access, misuse, or loss. We use industry-standard security measures to safeguard your data, which also includes secure storage and restricted access.

**5. Access and Correction:**

You have the right to access and correct your personal information held by us. If you believe your information is inaccurate, incomplete, or outdated, please contact us.

**6. Retention of Personal Information:**

We will retain your personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When no longer needed, we will securely dispose of or de-identify your information.

**7. Online Privacy:**

When visiting our website or using any online communication platforms, we may collect non-personal information such as your IP address and browsing behaviour for analytical purposes. This information is used to enhance our services and improve user experience.

**8. Changes to Privacy Policy:**

We may update this Privacy Policy from time to time. Any changes will be posted on

our website with the revised effective date. We encourage you to review this policy periodically to stay informed of our practices.

9. **Contact Information:**

If you have any questions, concerns, or requests regarding your personal information or this Privacy Policy, please contact us at [info@dnalife.com.au](mailto:info@dnalife.com.au).

By engaging our services, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and disclosure of your personal information as described herein.

EFFECTIVE DATE: The effective date for this Privacy Policy is 24 July 2023.