



Privacy Policy: Relationships Squared

Current as of October 2026

At Relationships Squared, managed by **Dr Karin du Plessis (ACA #17474)**, we are committed to protecting the privacy, confidentiality, and security of your personal and sensitive health information.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information in accordance with the **Australian Privacy Principles (APPs)** under the *Privacy Act 1988 (Cth)* and the **Health Privacy Principles (HPPs)** under the *Health Records Act 2001 (Vic)*.

1. Kinds of Information Collected

To provide high-quality couples counselling and clinical assessments, we must collect "health information" and "sensitive information". This includes:

- **Identifiable Information:** Full names, dates of birth, contact details (phone, email), and billing/credit card details.
 - **Clinical History:** Relationship histories, clinical intake assessments, family backgrounds, and diagnostic responses from the Gottman Questionnaires.
 - **Session Records:** Manual clinical notes, treatment observations, and progress logs captured during or after your consultations.
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2. How We Collect Your Data

We collect personal and health information directly from you via:

- Digital intake and consent forms completed through our secure practice management platform (Halaxy).
- Appointment scheduling and booking forms completed via Calendly.
- Direct clinical disclosures made during face-to-face or telehealth (Zoom) consultations.
- Secure external clinical assessments, such as the Gottman Institute testing portal.
- Administrative email or telephone communications.



3. Purpose of Collection and Use

We collect and use your data strictly for the primary purpose of providing professional couples therapy, tracking therapeutic progress, administering session logistics, and process billing.

We operate under a strict geographical restraint; services and data collection are strictly limited to clients physically located within Australia.

4. Special Privacy Rules for Couples Therapy

Because relationship therapy involves an interconnected systemic framework, your privacy is subject to specific structural boundaries:

- **The "No Secrets" Policy & Safety Exception**

Our practice operates on a discretionary "no secrets" approach. Information shared with the counsellor during individual break-out or assessment sessions will typically be integrated back into the joint couple's work to maintain therapeutic integrity.

- **Critical Safety Exception:** The counsellor will strictly maintain absolute confidentiality and will *not* share information from an individual session if doing so compromises the physical, emotional, or psychological safety of either partner (such as disclosures involving domestic violence, stalking, or coercive control).

Intertwined Privacy & Access to Joint Records

Clinical records generated during joint couples counselling contain the intertwined sensitive health data of both individuals. Releasing records to one party would directly violate the privacy rights of the other under the APPs and HPPs. Therefore, **the explicit, written consent of both partners is strictly required** before any session records, summaries, or breakout notes are released or viewed.

5. Limits of Confidentiality & Disclosure

We will never disclose your personal or health information to third parties without your explicit consent, except where strictly compelled or permitted under Australian law. These legal exemptions are limited to:

Risk of Harm: If the counsellor determines there is an imminent risk of serious harm to yourself or an identifiable third party.



Statutory Obligations: Where mandated by state or federal legislation to report protection concerns, child abuse, neglect, or specific criminal acts.

Legal Compulsion: If your clinical records are subpoenaed by a court of law.

Our practice is strictly dedicated to relationship wellness and is **out of scope for forensic or family law court evaluations.**

6. Data Security and Technical Privacy

We treat the security of your health data with the highest priority through strict operational controls:

- **Secure Infrastructure:** All electronic health records, relationship histories, and billing information are stored securely in **Halaxy**, an end-to-end encrypted electronic practice management system.
- **Online Scheduling & Cross-Border Data Flows:** **Calendly** is utilised to manage initial appointment bookings and scheduling logistics. When you book a session, Calendly collects your name, contact information, and appointment times. Because Calendly utilises secure global cloud infrastructure, this basic scheduling information may be processed or stored outside of Australia. No clinical session notes, Gottman assessment results, or medical histories are ever uploaded to or stored within Calendly.
- **Data Sovereignty:** All digital records are hosted on secure cloud infrastructure located physically within Australia.
- **Telehealth Integrity:** Online consultations are conducted through secure videoconferencing using Zoom. Sessions are held in private environments where they cannot be overheard.
- **Prohibition of Artificial Intelligence (AI):** To ensure absolute privacy protection, this practice strictly prohibits the use of third-party AI transcription tools, automated recording assistants, or electronic note-taking bots. Your private conversations are never processed, fed into, or stored by external automated text technologies.
- **Cybersecurity Risk:** While we use institutional firewalls and encryption, electronic storage bears minor inherent risk. The practice cannot absolutely guarantee immunity against unauthorised malicious compromises (e.g., data hacks).



7. Retention and Destruction of Records

In compliance with Victorian health privacy laws, your clinical records will be securely retained by the practice for a period of **seven (7)** years from the date of your last contact. After this mandatory retention period, your records will be permanently and securely destroyed.

8. Access, Corrections, and Complaints

Under the APPs and HPPs, you have the right to request access to your personal information and to request corrections if the data is inaccurate. (Please note that accessing joint records requires mutual consent and attracts administrative preparation fees as detailed in our Service Agreement).

If you have any questions, concerns, or complaints about how your privacy is managed, please contact Dr Karin du Plessis directly at **karin@relationshipssquared.com**.

If you are unsatisfied with our internal resolution, you have the right to escalate your privacy complaint to an independent statutory authority:

Federal: The Office of the Australian Information Commissioner (OAIC) at **www.oaic.gov.au**

State: The Victorian Health Complaints Commissioner (HCC) at **www.hcc.vic.gov.au**
