

Privacy Policy

Last Updated: August 2026

Lumina Therapy is committed to protecting your privacy and handling your personal information with care, respect, and transparency. This Privacy Policy explains how we collect, use, store, and protect your personal information in line with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and the Australian Counselling Association Code of Ethics.

This policy applies to all visitors to the Lumina Therapy website, as well as current and prospective clients, families, and carers.

1. What information we collect

We only collect personal information that is reasonably necessary to provide safe, ethical, and high-quality services.

This may include:

- Name, date of birth, and gender
- Contact details (phone number, email, address)
- Emergency contact details
- NDIS details (e.g. NDIS number, plan information, and funding management)
- Cultural, language, or communication preferences

Sensitive information may include health, disability, or mental health information. Sensitive information is only collected with your consent or where required or authorised by law.

2. How we collect your information

We may collect personal information when you:

- Complete an online enquiry or intake form
- Contact us by phone, email, or via our website
- Engage in counselling or coaching services
- Provide consent for us to receive information from referrers or other providers
- Visit our website (limited technical data)

3. Why we collect your information

We collect and use your information to:

- Provide counselling, coaching, and related services
- Communicate with you and, where appropriate, your support network
- Develop assessments and support documentation
- Meet legal, ethical, and regulatory obligations
- Manage safety, quality, and complaints
- Improve service delivery

4. Disclosure of personal information

Your information may be shared, with your consent or where required by law, with:

- Health and allied health professionals involved in your care
- NDIS plan managers or support coordinators (for NDIS participants)
- Regulatory or legal bodies where required

Lumina Therapy does not sell or trade personal information.

5. Storage and security of information

Lumina Therapy stores information securely using password-protected systems and secure record-keeping practices. Telehealth sessions are conducted via Microsoft Teams, which uses end-to-end encryption to protect the privacy of your sessions. We take reasonable steps to protect your information from loss, misuse, unauthorised access, or disclosure. Information is retained and securely destroyed or de-identified in accordance with legal and professional requirements.

6. Access and correction

You may request access to, or correction of, your personal information at any time by contacting Lumina Therapy directly. Requests will be responded to within a reasonable timeframe.

7. Website use

Our website may collect limited technical information such as IP address and browser type. This information is used only to support website functionality and improvement.

8. Privacy concerns or complaints

If you have concerns about how your information is handled, please contact Lumina Therapy directly in the first instance. If unresolved, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au or 1300 363 992.

9. Changes to this policy

This Privacy Policy may be updated periodically. The most current version will always be published on the Lumina Therapy website.

10. Contact

Email: hello@luminatherapy.com.au

Lumina Therapy · Mornington Peninsula, Victoria